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ABSTRACT

Women in Transition was conceived as an action project of the California Commission on the Status of Women. The purpose of the project was to test the effectiveness of community volunteers in providing much-needed services to women incarcerated in the county jail. Findings were varied. Community women were interested in the women in jail and did not violate the security of the facility. They were able to relate to inmates despite many differences and were helpful as paraprofessional counselors. Volunteers needed to be motivated by factors beyond usual satisfactions; continuous recruitment and training of new volunteers required a great deal of effort. In addition, the project acted as a catalyst for new programs for ex-offender women in the community as well as being useful as a focus for community education. (BN)

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THE WOMEN IN TRANSITION PROJECT:

VOLUNTEER COUNSELORS FOR WOMEN IN A COUNTY JAIL

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A Report On

WOMEN IN TRANSITION:

VOLUNTEER COUNSELORS FOR WOMEN IN A COUNTY JAIL

A Project of the

California Commission on the Status of Women

Funded By

U. S. Dept. of Justice,
Law Enforcement Assistance Administration

and the State of California,
Office of Criminal Justice Planning

TABLE OF CONTENTS

Summary	1
History	7
Staff	10
Goals and Objectives	14
Implementation	17
Profile of the Volunteers	38
Volunteer Activities	48
Community Resources Network	72
Agency Clients	76
Staff Activities	93
Feedback from Community Agencies	97
Effects on Community	109
Evaluation and Future Plans	112
Appendix	115

- September 1974 Press Release
- Descriptive Flyer
- Volunteer Job Description
- Copy of a Volunteer Meeting Schedule
- Volunteer Evaluation of Training form
- Expanded Diagram: Personal Services Provided by WIT
- Expanded Diagram: Practical Services Provided by WIT
- Expanded Diagram: Structural Diagram

CHARTS AND TABLES

Table 1:	Volunteer Participation in Women in Transition	32
Table 2:	Completed Training Totals, 1977 Survey	39
Table 3:	Rank Ordering of Five Major Services	67
Chart I:	WIT Flyer, 1974	77
Table 4:	Women's Detention Facility Population Profile	78-79
Table 5:	Selected Follow-Up Data on WIT Clients	89-90
Table 6:	Community Feedback on WIT	98
Table 7:	Court-Related Responses to WIT Questionnaire	102-103
Table 8:	Responses to Questions Related to WIT Impact	107-108

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Women in Transition could not have achieved the measure of success it did without a firm base of community support and the active cooperation of many individuals and groups. We would like to take the opportunity to acknowledge some of these debts, realizing that there were also many others who made a signficant contribution to the program's operation.

It was a privilege to be associated with the California Commission on the Status of Women, and to have the support and encouragement of both the Commission's members and administrative staff. Special thanks must go to Pamela Faust, Executive Director of the Commission, for her guidance and sound advice. She was always available when we needed her the most.

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probation officers and public defenders we worked with who cared deeply about their clients, and kept us searching for more effective resources to serve them.

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And finally, our greatest respect and affection to the women who made the project a reality: the volunteers. Perhaps the sentiment expressed by a woman in jail in a letter to her volunteer counselor best captures the meaning of their contribution--

> ... No one has ever cared enough about me to really help me, and I wanted you to know that just knowing you cared about me made my life much happier. I didn't realize there were still people in this world that still care what happens to people. I pray there can be more people like you working to help people like me.

Susan Erlich

Susan Erlich,
Project Coordinator

SUMMARY

Women in Transition was conceived as an action project of the California Commission on the Status of Women. It completed more than three years of operation in October, 1977, under federal funding granted by the Law Enforcement Assistance Administration to California's Office of Criminal Justice Planning. The purpose of the project was to test the effectiveness of community volunteers in providing much-needed services to incarcerated women at the county jail level.

Women prisoners in most county jails receive very few and limited services, either in their day-to-day living situation or for post-release rehabilitation or adjustment. In addition, their actual living conditions and services while incarcerated is rarely equal to what is provided for men in jail. They are often excluded or overlooked by already-existing ex-offender-serving agencies in the community. While in jail, the women experience feelings of guilt, anxiety, despair, and helplessness, which, combined with a low self-image, make it difficult for them to make a successful transition back to the community. They have special problems as women, which include greater social disapproval for criminal activity, economic problems related to lack of adequate job training and other services, problems relating to the men in their lives, their children, and their families, and the need for emotional and personal support. It was the thesis of the WIT project that support and help from women in the community could be instrumental

in assisting incarcerated women to plan for the future and build more constructive lifestyles.

A major finding of the WIT project was that community interest, expressed by the volunteer paraprofessional counselors both in the jail setting and outside of it, resulted in personal benefits to many individual prisoners, and increased community responsiveness to the female ex-offender in terms of more programs and better service.

The program was implemented at Sacramento County's Rio Cosumnes Correctional Center, Women's Detention Facility in Elk Grove, a small town 25 miles south of Sacramento.

The volunteers were recruited, trained and supervised through the project. As of June, 1977, 115 community women completed volunteer training, with 74 of them becoming active in counseling either in the community or at the Women's Detention Facility. An average of 10-15 volunteers participated per month. Over 450 women prisoners had some contact with the volunteers, student interns, or staff through more than 2,500 hours of personal contact. In the jail, the primary activity of the volunteers was one-to-one counseling with prisoners: discussing personal problems and problems of adjustment to incarceration, helping with post-release planning in terms of realistic alternatives and available community resources, and providing support during difficult times. In the community, volunteers and staff continued to see some women after their release, providing over 1,600 hours of transportation, help in locating emergency, food, housing and clothing, advocacy with other agencies, and personal encouragement and support.

A Legal Resource group, consisting of law students and recent graduates of a local law school, was established to help the women prisoners with civil law problems, and to provide legal and procedural information to the volunteers. Other WIT-sponsored activities included classes in child and personal psychology, presentations by local colleges, entertainment by bands and other performers, and technical assistance to the women in putting on their own Christmas program.

The professional and support staff consisted of a Project Coordinator, Outreach Coordinator, and Secretary, sometimes supplemented by a graduate social work student intern. The staff functioned not only as support for the volunteer effort, but performed many direct services to project clients, maintained relationships with the Sheriff's Department, jail staff, and funding agency, performed many community education services and administered the program. The staff provided nearly 45% of services to clients. The Outreach Coordinator researched and produced a Community Resource Directory for the use of the staff, volunteers and clients, which was also shared with many other agencies. The creation of a network of supportive and concrete resources and services was extremely important in keeping the women from returning to criminal activities.

The all-female client population in the jail was quite young (77% average under 30), with over 60% having finished high school, but only 28% employed when arrested. An average of 75% had children, but only 28% were married at the time of incarceration. The great majority of the women offenders were seriously disadvantaged economically, educationally, and

and socially, and in need of a wide range of services both in the jail and after their release. In the jail, their needs included personal counseling, information about programs and resources, help with letters and phone calls to maintain communication with courts, lawyers, social workers, and families, and a variety of errands to be run in the community. After their release, they continued to desire counseling and support, but often needed many concrete emergency or long-range services such as housing, money, food, clothing, child care, and transportation. They also required advocacy services in dealing with many community agencies. The women were often afraid to assert themselves to obtain services but these agencies cooperated when WIT volunteers or staff made special contacts for their clients.

Employment and job training were found to be extremely important needs of the recently released offender. In the community, one direct result of the volunteer program was the development and implementation of an employment service for female ex-offenders, conceived by two WIT volunteers. This project, called Womanpower and funded through CETA, worked very closely with Women in Transition to provide professional employment counseling, skills and interest testing, pre-employment workshops, and job development for the women released from jail.

Client follow-up information indicated that 56% of the first group studied (1976) and 76% of the second group (1977) had not returned to jail since their first WIT contact. These women were slightly older on the average than the general jail population, and were even less likely to have supportive people in their lives.

What was learned about volunteerism in the project?

1. First of all, community women were interested in the plight of women in jail, and responded positively to a call to help them in a personal way. In addition, they were willing to undergo a training and screening procedure to be a part of a program.

2. The volunteer counselors, given sufficient training and supervision, did not violate the security of the facility, but enhanced its functioning and relieved tensions through their activities. As is typical in most agencies and institutions using the services of volunteers, the regular employees were not sure of how to use them, and had some ambivalent feelings about the volunteers.

3. The community women were able to relate to women in jail, despite differences in social class, education and background.

4. Although they may come from many walks of life, these volunteers were helpful as paraprofessional counselors, and performed many services for incarcerated women. Their effectiveness in the post-release period was in considerable measure related to their availability during the daytime hours.

5. Working with offenders and ex-offenders can be a disappointing task, and volunteers need to be motivated by factors beyond the usual satisfactions of successful outcomes.

6. A great deal of effort was required to maintain a quality program, and to continuously recruit and train new volunteers, since few volunteers were able to continue for more than a year.

7. The efforts of the paid staff as they attempt to perform "back-up" services to project clients can result in a large portion of direct service being provided by staff rather than volunteers. With a clientele whose needs are so great, it is difficult to depend wholly on volunteer efforts.

8. Not only was the Women in Transition project able to give concrete assistance to women but it helped to create a climate of community concern for the female offender and ex-offender. Community resources can be marshalled for use by the prisoners, and the existence of a program and a group of informed and interested volunteers can operate to stimulate the responsiveness of these agencies.

9. The project can act as a catalyst for new programs for ex-offender women in the community and it is useful as a focus for community education on problems of female offenders.

HISTORY

In 1972, the Sacramento Community Commission for Women, with the joint leadership of Dr. Dorothy Zeitz, Chair of the Education Committee, and Dorene Lynch, Chair of the Community Services Committee, initiated and carried out a totally volunteer program of visiting women in the newly-built Sacramento County Jail's Women's Detention Facility. The sum of five hundred dollars, the proceeds of a benefit sponsored by a local department store, was available to the project to provide professional training for the volunteers. This group operated with many of the features later incorporated into the WIT program, such as special training for the volunteers, screening by the Sheriff's Department, record-keeping, feedback, and post-release follow-up efforts. The major drawback to this program was the fact that the administration of it required more time and responsibility than the volunteer leaders were able to give. In addition, as the volunteer work progressed, it became clear that both the volunteers and the released women needed an office or center from which to focus their efforts. Also, an office could serve as a protection to the volunteers, most of whom were reluctant to give out their home phone and address to the incarcerated women. In September of 1973, the group approached the California Commission on the Status of Women in hopes of obtaining sponsorship for federal funding through the Office of Criminal Justice Planning. The California Commission on the Status of Women was becoming quite concerned

about problems of the female offender in California, and was interested in working toward the mitigation of these problems.

Information from the volunteer group, and from a number of studies of women in prison indicated that women in the California jail and prison system were receiving few, if any, rehabilitative services, and were also receiving fewer of the other typical services that were being provided for incarcerated men. It was felt that funding of this project would offer an opportunity to develop a model program to explore ways of assisting incarcerated women throughout the state.

These concerns were translated into a proposal to the Office of Criminal Justice Planning for funding from Law Enforcement Assistance Administration for a demonstration project: "Rehabilitative Counseling for Women in the Sacramento County Jail Involving Volunteers and Paraprofessionals," later named "Women in Transition." Because the California Commission on the Status of Women is a state agency, the proposal was presented to the State and Private Agency Committee of the California Council on Criminal Justice, and was awarded funding for FY 1974 in the amount of $38,888. There was some feeling at the time that the project was accepted for two main reasons: one was that it had already existed as a volunteer effort, and the second was that, as with the criminal justice system at large, there were very few programs funded to meet the needs of women. The terms of the grant were that the Federal Government (through OCJP) would pay 90%, the State, 10%. Although the money was granted as of July 1, 1974, actual project operations did not begin until September 1, 1974,

due to the need to seek and hire staff and locate office space. Because the money came through the State, all hiring and financial matters had to comply with State regulations. In one way, this arrangement was helpful in that the State handled all the billing, paying of salaries, benefits and travel monies, and took care of the audit side of the program to a great degree. Thus, many State of California governmental entities were involved, including the Departments of Finance and General Services, the State Personnel Board, the Office of the Controller, and possibly others. On the other hand, some limitations were experienced in such areas as hiring staff (they had to fit State employment categories, be on a State list, or pass a special State qualifications approval panel), setting salaries, annual salary increases (which were not wholly anticipated in the project budget since they varied from year to year), and extreme difficulty in working out a petty cash system, even after it had been included in the budget. The California Commission on the Status of Women shared many resources with the Women in Transition project, including in the first year paying the office rental and one-half of the secretary's salary, and for the life of the project, paying for the financial services, telephone, and some office supplies. Subsequent increases in expenses and office staff time resulted in funding of $47,978 for FY 1975 and of $57,778 for FY 1976.

STAFF

The writers of the proposal determined that the project could be adequately staffed with a full-time Project Coordinator, a half-time Outreach Coordinator, and a half-time Secretary. They also drew up fairly broad job specifications, since, as an experimental program, they were not sure of exactly what staffing pattern would most facilitate project success.

All project employees were technically State employees. The Project Coordinator had a Master of Social Work degree and experience both in casework agencies and research projects. She had done considerable work as a volunteer herself, and had organized community programs. The Outreach Coordinator was working on a Master's degree in Psychology and had been one of the original volunteers with the earlier program. She was familiar with the procedures at the jail and had worked successfully with numerous clients. She was active in community work. The first Secretary had no experience with social work or women in jail, but she soon learned to deal with many of the problems and emergencies which confronted the office staff.

The Project Coordinator and Outreach Coordinator remained with the project for the entire three years, while there was a total of four Secretaries. In many ways, the position of Secretary was sensitive and important, since she was the person whom the clients and volunteers would usually see or speak to first, and she had to be able to function in a wide range of situations, above

and beyond taking care of correspondence, typing, and filing. Many times, women would walk into the office without any sort of advance appointment; some of these women were clients, some were from the community. The Secretary sometimes had to calm a distraught woman, make a referral to an appropriate agency, help her look for clothes from the "closet," or locate needed services such as emergency food. If the other staff were out, clients would wander in and sit and "rap" with the Secretary. She also had to make the "connections" between clients who called in and their volunteers, or to locate a volunteer who might be available, for instance, to provide transportation for a woman to a medical appointment. Each of the project Secretaries was effective in her own way, and made her own contribution to the program. Staff attempted to educate each of them in the issues that affected the program. The third Secretary was herself an ex-offender, but to hire her the project had to "go off the (State) list" and she had to accept a considerably lower salary than the project was paying women hired from the State's civil service lists.

Women in Transition's Year II proposal increased the Secretary to full time, and added a half-time Employment Coordinator. This person's function was to develop jobs and training opportunities for project clients, since this appeared to be their greatest concern and need, and it was felt to be beyond the abilities and time of current staff or volunteers. By the time the next funding year came around, however, two former Women in Transition volunteers had written a proposal and received funding for a women's ex-offender employment service through Sacramento-Yolo Employment

and Training Agency, which distributes at the county level Comprehensive Employment and Training Act funds from the U.S. Department of Labor. This altered Women in Transition's function since it eliminated the necessity for the Employment Counselor position; instead the position of Outreach Coordinator became a full-time job.

One other source of staff was through student interns, primarily graduate social work students, who could give two to three days of work a week for two semesters. This was made possible through contacts with California State University, Sacramento, and by the fact that the Project Coordinator had a Master of Social Work degree and could be the students' field work supervisor. Due to constraints of time and office space, Women in Transition usually had only one student intern at a time. The project was fortunate to have highly motivated and capable students.

Given the kind of services Women in Transition was designed to provide, it was adequately staffed. However, certain trends in the nature of volunteers, the changes made because of the employment service, and the needs and habits of the client population which will be discussed in more detail later, led staff to the conclusion that an increase of professional staff and redistribution of functions might make a more effective service to the clients. For future funding the staff proposed in addition to the volunteers a staff of four: a Project Coordinator, a Professional Counselor, an Emergency Services/Resources Coordinator and a Secretary. This structure would then be closely coordinated (and

housed with) the employment service, to create the possibility of a continuum of coordinated services for the female offender.

GOALS AND OBJECTIVES

The goals of the Women in Transition project were:

1. Provide rehabilitative services to women prisoners.
2. Test the effectiveness of volunteer paraprofessional counselors in providing services to female offenders.
3. Develop a model program which would encourage other county groups to provide similar services.

The project objectives as set forth in the first-year proposal were as follows:

I. Train 15 to 20 community volunteers as paraprofessionals to provide rehabilitative counseling for inmates of the Women's Detention Facility, Sacramento County.

II. Provide rehabilitative counseling on a regular basis to women inmates of the Women's Detention Facility, Sacramento County.

III. Increase the number of success components (i.e., firm commitments for training, education, employment, housing, etc.) in transition from the Women's Detention Facility, Sacramento County, to the community.

It was hoped that once a successful program had been established, the contacts and resources of the California Commission on the Status of Women would help to publicize and encourage replication.

Objective I:

The first objective could be broken down into three components: (1) recruitment, (2) training, and (3) supervision. The recruitment process included a wide variety of publicity and community contacts, to attract prospective volunteers. It also included personal interviews with some prospects, and group orientations at which the program was described. Training took place in the period between recruitment and actual service in the program, i.e., client contact. It included a number of classes which both informed the new recruits and attempted to develop an attitude and mode of relating to the client population which had been determined to be most helpful. It was also a time when volunteer skills, motivation, and dependability could be assessed. Supervision of the volunteers was available to help them perform once they had made contact with the client system. This included in-service informational meetings, personal consultation, group problem-solving sessions, and appropriate trips, workshops, and conferences. It also included mailings of updated resource and other materials.

Objective II:

This could only take place after a corps of training volunteers had been developed. It was interpreted as providing opportunities for the volunteers, staff, and women prisoners to interact. Its components include: (1) a system of client referral; (2) a system of counselor feedback; (3) a means of keeping track of volunteer participation; (4) availability of a good

community resource and referral list; and (5) maintaining good relationships with the jail staff and Sheriff's Department so that any problems generated by the volunteer program could be ironed out.

Objective III:

This objective was interpreted to mean that (1) the volunteer counselors would concentrate on the concrete rehabilitative needs of the women offenders; (2) that in-jail efforts would be followed up with help in the community after the woman's release; and (3) the program was charged to act in an advocacy role in promoting opportunities and resources for the female offender.

Because it was an experimental program, some procedures were varied from time to time in order to determine which ones had the best effects. Also, changes in the volunteer population and in available community resources definitely affected various aspects of program service delivery.

The proposal for Year II had to be submitted to the funding agency before the project had been in operation for six months; at that time, however, a new objective was added which included a community education function. Even with the short length of contact with the community, it was clear that more information about the needs and problems of the female offender had to be made available to the community at large.

These basic objectives remained throughout the project life, with some minor changes in specificity.

IMPLEMENTATION

During the first months of operation, certain tasks were identified to be of primary importance. They included:

- Continue good will generated by earlier program.
- Train and orient staff.
- Publicize program.
- Develop working relationships with jail staff and Sheriff's Department.
- Recruit and train new volunteers.
- Develop training package.
- Define criteria of program effectiveness.
- Develop contacts with community resources and a referral network.
- Compile community resource material for use by volunteers.

As experience with the program increased, other specific tasks and functions were identified, including:

- Supervision of volunteers.
- Development of materials for use by clients.
- Development of in-service training activities.
- Cooperation/coordination with other community agencies serving ex-offenders.
- Client advocacy with community agencies.
- Direct service to clients in jail and in office.
- Contacts with funding agency: reports, meetings,

technical assistance.

- Supervision of student intern(s).
- Planning, participation or attendance at relevant workshops, classes, conferences.
- Developing legal resources for clients.
- Accumulating (and dispensing) emergency clothing and other supplies for clients.
- Initiation of recordkeeping systems.
- Consultation on legislation concerning women offenders.

Relationship with Sheriff's Department and Jail Staff:

From the beginning, the project sought and gained the approval of Sacramento County Sheriff Duane Lowe, which greatly facilitated all aspects that related to the criminal justice part of the program. The support and cooperation of the Sheriff were essential to the program's existence and success in gaining credibility with the funding agency and in being allowed access to the jail itself. That the Sheriff had made public statements favoring citizen interest in crime control, and that the county had recently finished construction of a new Women's Detention Facility, were both considered factors in the initial acceptance of the program. The Sheriff assigned a staff person, the Rehabilitation Services Coordinator, to be liaison to the project. It was he who interviewed all prospective volunteers and decided if they qualified for jail passes. He also was the source of information about how the Department worked, and the person to whom specific complaints were to be taken, new program ideas described, program problems to be resolved. It was felt he did his difficult job

well, although several times he was put in a position of having to uphold Department rules and procedures with which project staff did not agree.

The jail staff was basically receptive to the volunteers, and had been at least a little accustomed to them through the earlier program. The male facility administrator and the senior female staff sergeant were favorable to the idea of having extra helpers, but fearful, as were the rest of the staff, that the volunteers might inadvertantly breach jail security or somehow "be taken advantage of" by the prisoners. During the first few months there was heavy involvement with the staff at the jail, in casual conversations, information and procedural sessions, and lunches in the staff dining room. The Project Coordinator and the Outreach Coordinator were given tours of the men's facility across the parking lot from the women's facility in Elk Grove, and of the "downtown" jail in the city, to which most arrestees were first brought.

Throughout the project open communications with jail line staff were sought. Certain jail staff were more cooperative with project volunteers than others, and some felt that the volunteers did not especially like them, or want to talk to them. Others did develop a friendly feeling toward the volunteers, sometimes making referrals or asking for help in situations where they were limited by the restrictions of their job. One staff member alerted Women in Transition to the fact that an older inmate was having headaches because she needed her eye glasses, which had been lost when she was arrested. She did not know how to get

them replaced, but the Outreach Coordinator did, after going through many steps which included locating her optometrist, arranging for payment through the Lion's Club, making sure the glasses were made, and delivering them to the jail. Clearly the volunteers were in a position to do favors and errands for the inmates which the staff could not do, particularly because they were not supposed to show any favoritism. In one way, the jail staff envied the volunteers' ability to help an individual; on the other hand, the staff noted that they were with the prisoners many more hours, day in and day out, than were the Women in Transition volunteers, and were in a position to work with them on a more steady basis.

In the summer of 1977, a questionnaire was distributed to a group of about 25 jail staff. This effort yielded 12 responses; of these the majority (nine) said they had been aware of the program for at least six months. The rest of the responses indicated both lack of knowledge about the program's functions and not much interest in hearing more about it. The officers saw themselves as not always cooperating with the volunteers, in part because they were too busy to be bothered, and in part because they did not always understand how to utilize these extra "hands." Because of the low level of response, it is difficult to say whether the questionnaires returned were from a typical group of officers, or just those with fairly strong opinions one way or the other. It may be inferred that the rest of the staff were neither extremely antagonistic to the program, nor did they exhibit great interest.

Several attempts were made at various times to describe the program to staff, but Women in Transition could not get on the schedule of any regular jail staff meeting to explain their program. In addition, informing the officers about the volunteer program was evidently not seen as an important aspect of new jail staff orientation. Women in Transition flyers were passed out periodically to inmates and interested staff and posted in each dorm and on bulletin boards of the jail. However, it appeared that h the best method of increasing understanding was by personal contact.

Positive statements from the surveys about the volunteers included the idea that "They seem to put the women at ease and the women in jail seem easier to work with." They were also seen as "helping inmates with family matters," acting as advocates, and doing things like running errands which "officers can't or shouldn't."

A suggestion for improvement was that volunteers should "verify inmate stories before acting on them" and that they should "talk to the officers more about what your job really consists of."

Since the officers' attitudes can greatly affect the volunteers' ability to perform in the jail setting, continued efforts at informing them and making sure that their criticisms are dealt with are vital. This evidently was an area where more project energy could have been directed.

The volunteers also had ambivalent feelings about the staff. During orientation and training, Women in Transition tried to emphasize that the staff were <u>not</u> the enemy, that they were often women who had taken the job because they wanted to be helpful.

However, they sometimes bore the brunt of a value conflict that many of the volunteers experienced: that is, values representing on one side the "law and order" world of the jail staff and most citizens at large, who disapprove of crime and criminals; and on the other side, the world of many of the prisoners, in which the police, the "narcs" and the straight world in general are the enemy or the oppressors, who withhold easy gratification, social recognition and monetary rewards. If the volunteer sympathizes with one side, she may sense in herself a negative attitude toward the other. Indeed, this was the reason that many inmates confided in the volunteers: because they were not a part of the system. The volunteers had to be sufficiently flexible to see and understand both sides, while still maintaining a helping relationship with the counselee.

Staff Training and Orientation:

During the first year, rapid staff education about the workings of the criminal justice system on all levels (county, state, national) was essential for effective operation and supervision of volunteers. This information was available from several sources. First of all, the Outreach Coordinator had been a volunteer with the earlier program, and was invaluable in terms of local information, specifics at the jail, and the previous volunteers and their training. The first student intern, who started with the project within a few weeks of its opening, was herself an ex-offender with considerable knowledge of the criminal justice system statewide and nationally. Another very important source of specific information about jail procedures and of support for the program was the social

worker assigned full-time to the jail by the Sacramento County Welfare Department. While her stated purpose was to work with the prisoners on matters related to welfare, child protective services, custody and similar problems, she found herself involved in personal counseling, issues of civil law, pre-release planning and emergency situations which were often beyond her job limitations or her resources for solving the problems. Not only did she provide information and referrals, but also consulted with the volunteers on particular cases. As time passed, the Project Coordinator and Outreach Coordinator also interacted with her in informal case-handling conferences.

For the first few months, the Project Coordinator took on the role of volunteer at the jail in order to experience firsthand both the problems and rewards which she would be asking others to participate in. During the three-year project period, staff participated in a variety of training activities, which ranged from visits to other women's jails, to classes in counseling techniques, to conferences on volunteerism. Whenever possible, the attempt was made to include interested volunteers and student interns in these training opportunities. It was also found that staff as well as the volunteers could benefit from special in-service speakers. The following were some of the training activities in which only staff participated (those which included volunteers will be listed elsewhere):

. Seminar: "Issues and Theories in Evaluation" (UC Davis Extension)

. Seminar: "Violence: Counseling Techniques" (CSUS)

. Seminar: "Values Clarification" (CSUS)

. Conference: National Information Center on Volunteerism (panel presentation) 1975

. Seminar: "Career Counseling" (CSUS)

. Conference: CPPCA (Organized and chaired panel of female offenders) 1975

. Tour: Halfway house in Woodland

. Workshop: Grief Processes (CHSO)

. Conference: American Correctional Association (1976)

. Workshop: Women and Apprenticeship (GSAP)

. Workshop: Counseling Techniques (UC Davis)

. Conference: American Correctional Association (1976)

. Workshop: "Action Counseling Techniques" (CHSO)

. Seminar: "Administration Techniques for Women" (UC Davis)

. Workshop: Time Management (CCSW)

Training in the counseling/supervision area was important for staff, both to develop fresh insights and techniques, and to be able to impart these techniques to the volunteers. In addition, it was important to keep up with developments in the entire spectrum of the criminal justice system, locally and nationally.

Throughout the project both the Coordinators visited the jail at least one day a week, and carried a few cases in the jail and in the community. This was one of the best ways to keep in touch with the needs of the clients and of the volunteers; it was definitely in the realm of "in-service training."

Publicity:

A press release was issued by the California Commission on the Status of Women and coordinated with a televised interview with the Sheriff and the Project Coordinator at the Women's Detention Facility early in September, 1974. (see appendix) The news release and interview prompted local newspapers to include the story; this in turn stimulated a number of calls from prospective volunteers and media people interested in a story. At the same time, copies of the press release and a brief letter offering to talk further about the project and requesting inclusion of information in any newsletter or publications were mailed to a long list of women's church, social, service, ethnic, and community groups and to various contacts in the local colleges. Over the years feminist-oriented groups (National Organization for Women, Sacramento Community Commission for Women, Sacramento Women's Center) regularly published Women in Transition news and requests for volunteers, while very few of the other organizations showed similar interest. Distribution of material and information by the colleges was very irregular and difficult to focus; it was found that the best way was to contact specific female professors, and to speak to individual classes. Ultimately, it appeared that word-of-mouth publicity was best both in the minority and academic communities.

The aim at first was not to publicize the program per se, but to recruit new volunteers and to inform the community of the needs and problems of the female offender. In early meetings with the representative of the Sheriff's Department, staff made very clear

that the purpose was not to "blow the whistle" on the jail, and it was established that the volunteers were not to go to the media if they encountered a problem, but rather to bring it to the attention of the Project Coordinator, who would then take it up with the jail administrator or the Sheriff's representative. (This was the first encounter with the "chain of command" system within the Department.) For the most part, this was a successful method of problem resolution, particularly when experience showed that sometimes prisoners exaggerated or left out important details in their stories, but on occasion it also had the effect of "cooling down" a legitimate complaint without satisfactory resolution.

One or the other of the two Sacramento daily newspapers could be interested in an article about the project at least once a year, and these articles were timed to coincide with a recruitment period. Newspaper stories, accompanied by a picture, were the best mass recruiting devices; possibly because they could be cut out and saved (with phone numbers, etc.) they were much more effective than the numerous radio interviews or television appearances that were made. A few responses came from informational press releases and public service radio spots, but the stations could not be counted on to make the announcements regularly or when they were needed. Again, newsletters were of some help in publicity and recruitment, but most requests to speak to groups came through some kind of word-of-mouth or personal contact.

Another publicity effort included participation in a Community Volunteer Faire - a display in a shopping center, which had an intriguing result. It was found that, as was true with most

volunteer programs dealing with "criminals," people walked around the booth, rather than toward it!

During the three-year period, staff made over 40 speeches to groups. Most of these fell into the category of community education contacts; talks to college classes were the most successful in stimulating volunteers.

Participation in community activities, workshops, and conferences also served to make people aware of the project. They include such events as an Urban League Equal Opportunity Day, National Council of Negro Women Friendship Lunch, Sacramento Community Commission for Women meetings, Women's Justice Forum of California conferences, workshops at California State University, Sacramento; American River College; Sacramento City College; a "Women and Crime" panel at University of California, Davis; a panel on women for California Probation, Parole, and Correctional Agents; attendance at a number of conferences in California and out of state; and contacts with other offender-serving agencies.

During the course of the project, several thousand copies of a descriptive flyer which was updated each year, were either handed out or mailed. (see appendix) It was also found that a job description sheet for volunteers was very useful in explaining the program and philosophy, i.e., "working within the system."

The need for confidentiality and Women in Transition's unwillingness to subject the prisoners to unusual publicity, a concern shared by the jail staff and Sheriff's Department, made it difficult to produce the kinds of stories which the media like to cover. They approached Women in Transition several times wanting

to be taken out to the jail to film or record a sensational story, and staff simply said they could not arrange it. Similarly denied were requests from reporters who wanted to be put in touch with "violent women," or one who had been "unjustly" imprisoned. Staff were particularly disturbed about the reporter who was looking for violence in women, because it was clear that she already had her mind made up, and was not interested in any opinion that might indicate that very few women, indeed, could be considered "violent."

This same concern for avoiding certain kinds of publicity was also maintained when college and high school students contacted Women in Transition in hopes of "getting into the jail" so they could develop material for a paper. Occasionally, when an individual appeared to be serious and responsible, staff might contact a released woman and ask her if she would be interested in being interviewed, and then arrange it.

Publicity within the local criminal justice system--police, probation and parole offers, public defenders, district attorneys, courts, etc.--was very much like that in the academic community. Though Women in Transition sent informational material to all departments, it often did not filter down to the "line" workers, and they got to know Women in Transition through contacts over shared clients.

Recruitment:

The basic aim in recruitment was to attract a wide range of community women who might be interested in serving the client population. After the first two groups, efforts were also

increased at recruiting more minority women. For identification purposes, recruitees were called Groups I-VI, corresponding to time of training. Women in Transition's philosophy, stated in the first press release, was to find women with "a genuine concern for people, and dependability." This was interpreted to mean an open and unselective recruitment process, in which all interested women would be accepted as trainees. The expectation, which proved to be accurate, was that a self-selection process would take place between the orientation and the end of the training period which would eliminate unsuitable volunteers. Therefore, as much as publicity potential and distribution would allow, recruitment was a very open procedure.

The most effective recruitment materials were two feature articles with pictures in the local newspapers. The second most effective media approach was through selected community newsletters. Many new volunteers were recruited in person: by other volunteers, by staff members, and by individuals in other offender-serving agencies who did not use volunteers. The Sheriff's Department referred several individuals who had called them asking for opportunities to volunteer. In essence, Women in Transition became the only channel through which a woman could do volunteer work in the county jail, and all volunteers had to go through project training. (By 1977, some groups, notably Alcoholics Anonymous, were permitted to have a program at the jail without becoming allied with Women in Transition.) One group that was channeled through Women in Transition was a club from a

predominantly Black church, which had requested to go to the jail and pass out religious leaflets. The Project Coordinator met with the group in one woman's home and explained the purpose of Women in Transition. She also made it clear that the women in jail, because they were a captive audience, would not respond well to a directly religious approach, but that help and understanding would be meaningful to them. The two volunteers who came from this group have been among the most conscientious and longest participants in the program. True to their promise, they never preached to the women, but did on occasion pray with women who requested it, and brought their own minister to counsel another woman. They also arranged to have their choir come out and sing on a Sunday; however, because of Department policy not to favor any one church or denomination, this popular event was not repeated.

In Group III (Fall 1975), a good representation of minority women had developed. It was the Women in Transition staff's impression that this was in part due to a positive reputation for the program as a place where minority women were welcome and could be comfortable. Special efforts within the Black community included articles in the local Black newspaper, and personal appearances by staff at Black community functions. Experience showed that very young white women and minority women of all ages were sometimes made to feel uncomfortable by the staff at the jail. However, armed with this knowledge, the women could make their own decision about whether to participate in the program. Women in Transition was also pleased to have Spanish-speaking volunteers in several of the groups. Because of a cultural pattern of protection

of women from "dangerous" situations, there were only a few Chicanas in the program; also, the younger ones were sometimes too radical to tolerate the within-the-system approach, as were many of the young Black women.

Most volunteer efforts experience a high drop-out factor between recruitment and actual participation. The Women in Transition project was no exception. When surveyed later, the drop-outs who responded listed "personal reasons" as the primary cause for not continuing with the program. Other reasons specifically stated were, in order of their frequency: "college pressure," "employment," "illness or injury," and "moving away."

Table 1, "Volunteer Participation in Women in Transition," shows the totals for each group.

Training:

Six groups of volunteers were recruited and trained between October 1974 and April 1977, with one group in the Fall and one in the Spring of each year. In all, over 186 women attended at least one meeting of the program; 115 went through most of the training classes. Of these, 74 took the next step of obtaining jail passes, and 61 of these women actually went out to the jail at least twice. Ten of the women who completed training remained interested in the program but never went to the jail, although they worked with clients in the community. This rate of drop-off seems to be typical of most volunteer efforts.

A training period of six weeks, with once-a-week, two-hour classes, was established for the volunteers in the original proposal. Project staff experimented with a number of different

Table 1: Volunteer Participation in Women in Transition

	Attended at least one meeting	Completed Training	Obtained I.D. Card	Went to Jail
Group I (Fall 1974)	64	32	24	20*
Group II (Spring 1975)	17	10	8	8
Group III (Fall 1975)	35	23	15	10
Group IV (Spring 1976)	35	27	17	14*
Group V (Fall 1976)	19	12	5	5*
Legal Resource			4	4
Group VI (Spring 1977)	22	11	5	4
Totals	192	115	74	61

* Includes student intern

patterns of structure and timing for the sessions.

Classes were tried in the morning, afternoon, early and late evening, and various days of the week, even Friday evening, which was one group's voted preference. When the volunteers were mainly middle-class, unemployed homemakers, daytime classes were well attended. Evening training sessions were necessary when the volunteers were working women. For the last three groups, the training sessions were held in early evening, from 5:30 - 7:30 p.m., which seemed to be the best for most of the volunteers. (see appendix)

Typically, the first session was devoted to explaining the jail's rules, what a volunteer could and could not do, security maintenance, and a discussion of some of the problems they might encounter. A recent "resident" of the jail was a very important part of these classes, and served to relieve the anxiety of many new volunteers who could not imagine what a female offender could be like. Other sessions dealt with community resources available to the clients, and invited speakers, such as a public defender, who described the legal processes.

The volunteers were exposed to counseling primarily in the form of parent-effectiveness techniques of "active listening," problem-solving, and nonjudgemental responses, and through pp values-clarification exercises to better understand their own and others' values orientations. Role-playing, brainstorming, and organized group activities supplemented lecture and reading material on these topics.

Most of the speakers were available free of charge with the exception of the individuals who taught the special counseling skills. The latter were counselors or psychologists and became paid consultants to the project. The ex-offenders who participated in the training were considered experts with unique information and insights to offer; they were also paid a nominal consultant fee.

Volunteers were given an evaluation form to complete on the last day of the training. (see appendix) The great majority rated the material covered in the meetings as "valuable," and the speakers who received the highest rating were the counseling consultants. Groups IV and V gave their responses right after the jail tour, and their reactions ranged from being "impressed" by the jail and how comfortable it appeared, to a sense of being "oppressed and stifled" in the jail itself. They also characterized the sessions as "valuable" and indicated that the material would be useful to them both in the jail setting and in their personal lives.

The training program was useful in many ways. Most obviously, it prepared the volunteers for the tasks they were to assume. In addition, it enabled the coordinators to become acquainted with the strengths and weaknesses of each individual, which increased their ability to assign the volunteer to a client with whom she might work successfully. The training period also gave the volunteers an opportunity to form a cohesive and mutually supportive group. This group spirit helped to maintain individual motivation and developed pride in being a part of a group which

was seen as having an important and unique function. Friendships which formed during the training period led to the formation of groups of two or three women who drove to the jail together. Sometimes the friendships were maintained beyond the program. Although many women dropped out at various times during the training, as a vehicle for community awareness of the problems of the female offender the program had value for those women who only attended one or two sessions. Finally, as a means of "weeding out" the unreliable, the unsuitable or marginally interested, the training period seemed quite effective. It seemed that most of these latter people dropped out by a process of "self-selection" when their curiosity was satisfied, when they realized that they could not make the weekly commitment even for six weeks, or, after a visit to the jail, that they really felt too uncomfortable either in the setting or with the prisoners to participate in the program.

One young woman, a graduate student who wished to work with the project for one summer, had not attended the training sessions but was admitted on the strength of her considerable previous experience as a volunteer in other correctional facilities (California Youth Authority, California Medical Facility). This was an empirical test of the training period as a means of sorting out personalities and understanding and developing the volunteers' style of relating. This young woman's attitude and style were perceived by the staff as hostile and aggressive; from the project's point of view she did not take instructions well, and did not wait to get the "feel" of the facility, inmates and staff before

she embarked on a program of "awareness" classes for minority inmates. The stated aim of her classes was to create a better self-image for the minority inmates. But when, after the first class, two participants reported to the Sergeant that they felt the class would stimulate racial antagonism, not only were the classes suspended immediately, but the woman was requested to stop visiting the jail. The Sheriff's Department was adamant about not reinstating her, and she left the project. A subsequent evaluation of this incident re-emphasized the importance of the training period, and of the need for all the people involved in such a program to understand both its advantages and limitations. Had she attended the training, the student in question would probably have decided for herself that she would not fit into the program.

Supervision and In-Service Training:

A very important function of the professional Women in Transition staff was the on-going supervision of the volunteers. This was carried out in a variety of ways; the most frequent was by telephone. Many of the volunteers could not take the time to come into the office, so phone conversations of up to 45 minutes were not unusual. Other women did come to the office either by appointment or on a drop-in basis to discuss cases or problems. The Coordinators also met some of the volunteers at the jail and took those opportunities to see how things were going. Some volunteers reported in weekly; others had to be called at least once a month to maintain contact. In addition, many volunteers attended the monthly in-service meetings and special events arranged by the Women in Transition staff.

In-service training for the volunteers included further sessions on counseling techniques and presentations by public defenders, district attorneys, public welfare representatives, and experts on drug abuse. One session on the problems and realities of homosexuality was organized in response to questions and uneasiness of some of the volunteers who encountered this in the jail. A popular in-service training activity was visiting other penal institutions, both in neighboring counties and in Southern California. These visits were important in giving the volunteers a perspective on the local jail, and on the similarities and differences in methods of corrections and clientele. Volunteers also participated whenever possible in local workshops and conferences on criminal justice topics. Several volunteers went on the Sheriff Department's "ride-along" patrol. Two "Recognition Luncheons" were held to honor long-term volunteers. At each of these events, the liaison from the Sheriff's Department gave out specially prepared awards to the volunteers.

Among the most fruitful and useful in-service meetings, however, were the "rap" sessions, where the volunteers and staff could get together and discuss problems with individual cases and situations. These meetings were also used to discuss new community resource information, plan special events for the volunteers or at the jail, and served as a social reinforcement for the volunteer group. They also brought old and new volunteers together to share experiences.

PROFILE OF THE VOLUNTEERS

The volunteers ranged in age from 19 to over 65, and came from a wide variety of background, education, and economic status. The Volunteer Information Sheet and volunteer follow-up forms gathered demographic and personal information. On the whole, the volunteers could be considered more "advantaged" than the great majority of the prisoner population, a phenomenon which is logical considering both the fact that the general incarcerated population tends to be made up of the most economically and socially disadvantaged individuals, and that certainly some extra resources are necessary for an individual to be able to give volunteer time to others.

Group I was a predominantly white, middle class group. More than half of them were available for training and jail visits during the day and their educational and economic level appeared relatively high. Nineteen of the women trained in this group obtained jail passes, making their participation rate quite high. Eight of them stayed with the program for over one year. The Volunteer Information Sheet was revised for Group II to include data which coincided with some data which were collected on the client population, and which were considered to be indicators of socio-ecomonic class: age, education, marital status, and employment. The following data were derived from the Volunteer Information Sheets filled out at the beginning of the training sessions by the women of Groups II-VI who completed the training.

Table 2: Completed Training Totals, 1977 Survey (N=91)

Groups:	II	III	IV	V	LR*	VI	TOTALS
Age:							
18-25	3	10	9	2		4	28
26-35	6	6	8	5	2	6	33
36-45	4	5	5	3	2		19
45+	1	2	5	2		1	11
Education:							
H.S. (Not complete)			1	2		1	4
H.S. (Complete)	2	4	7	1		1	15
College	5	6	6	4		4	25
Graduate School	3	2	2	1	4	1	13
Current Student	4	10	10	4		5	33
Marital Status:							
Single	3	7	6			4	20
Married	3	9	13	5	1	4	35
Separated		2	1	1			4
Divorced	3	3	4	6	3	3	22
Widowed			1				1
No answer	5	2	2				9
Employment:							
Employed	7	8	12	6	2	3	38
Unemployed	5	12	13	5	2	5	42
Part-time	2	3	2	1		3	11
Ethnic Identity:							
Caucasian	10	16	13	8	3	8	58
Black	4	4	11	3	1		23
Chicana		2	2	1		3	8
Asian			1			1	2
Ex-Offender:		2	2	2		1	7

A survey in June, 1977, covered all volunteers who went to the jail and those who came to most of the training classes but did not go on with the program. Although ethnic identity and marital status were not on this questionnaire, the staff was well enough acquainted with these people to be able to supply this information on almost all the women in the sample.

Age: Sixty-one percent of the volunteers were 35 years old or less, as compared to the inmate average of seventy-five percent under 30. The project required a rather high level of energy, not only from the standpoint of the volunteer's ability to spend several hours a week at the jail in one-to-one counseling, but in the frequent need to perform tasks in the community for the clients, and in the actual driving distance to the Women's Detention Facility. It was 25 miles one way from downtown Sacramento, and as much as 65 miles round-trip for some of the volunteers. Many of the younger women, particularly the college students, had few volunteer experiences. Also, many of them said that they were interested in the program as an occupational guide, an inside look at the field of corrections for their own future careers. They often made up in enthusiasm what they lacked in experience. The youngest women sometimes felt that they were "suspect" by the staff as potential radicals or troublemakers. The women prisoners reacted very well to the young women closer to their age and sought them out at first. However, if the young volunteer was too busy with her college and personal life to make a regular commitment to the jail program, she could not be very helpful. Many of the women in the program 30 and over were, from this standpoint, more

reliable and effective. They often had other volunteer experiences with their churches, with civic organizations, and women's organizations. They were used to organizing their time, and were less likely to allow other demands to interfere with their time at the jail. The women in the 50-and-up group did experience more reluctance at first on the part of the women prisoners to confide in them. However, once they too were tried and tested, they gained the confidence of the inmates.

Some of the younger women who initially expressed interest in the program had difficulty with the limitations of working within the system. Their political attitudes and social change orientation were not compatible with the stated aims of the project, which were to help individual women and encourage gradual changes in the system.

Education: The educational level of the volunteers was significantly higher than that of the client population, although it did not seem to have much influence on the effectiveness of the individual volunteers. Many of the volunteers had some college, short of degrees, and were full or part-time students, mostly in the fields of corrections, counseling, psychology, and social work. The difference in educational achievement was not seen as a barrier to communication with the client population, but rather served to model a possible means of self-improvement. One of the most successful volunteers was a Black woman who was divorced and supporting herself and two children while attending college. While she didn't make an issue of her accomplishments, she would share with a client what she was doing, and discuss the difficulties and

the rewards of her lifestyle. Few professionally-educated counselors were interested in becoming volunteers; if they had degrees, they were looking for paid jobs, and if they were working, doing more counseling did not appeal to them.

Occasionally, some of the aspects of the training program, particularly the counseling training in active listening techniques, were considered elementary by the most well-educated women. On the whole, however, they felt the information that was presented was new and useful to them.

Marital Status: Two categories of volunteers appeared to be the most able to stay with the program. They were the single women who were either students or employed, and the married women. They tended to have fairly regular sources of income, jobs, or financial support which allowed them the time and resources to be volunteers. A number of divorced or separated women who had secure financial situations were able to participate. However, some women who had been recently divorced or separated might try the program out as a possible new interest or distraction, but discovered it would require more energy and emotional and financial investment than they could afford.

The volunteers constituted a much more stable group, maritally, than the prisoners, of whom between fourteen to forty-three percent were married at the time of incarceration, and who had a much higher rate of divorce and separation. Again, this disparity did not seem to have much influence on effectiveness, although occasionally a client would ask her counselor for some "clues" to a successful marriage.

Employment: The group was fairly evenly divided between those who were employed (47%) and those who held full or part-time jobs (53% total). Here too access to resources (car in running condition, babysitter, gas money) was a factor in volunteer participation. Although they were reimbursed for travel expenses through the project funds, many women did not request this reimbursement; however, the long-term volunteers usually did. The unemployed women were mostly married homemakers or students, although a few were supported by welfare or Social Security.

Employment or full-time student status did affect one aspect of a volunteer's performance, and that was her availability during the day for service to a newly-released woman. Many of the volunteers who persisted in the program were women who could spare only one night a week, or sometimes a Sunday afternoon, at the jail, and could not take a woman job or apartment hunting, or respond to the many emergencies which came up. Even unemployed volunteers got tired. JR, a volunteer, had been working with BW in the jail for many months, to help her plan for her release. BW had been deserted by her husband during her incarceration, and he and his new girlfriend were planning to turn their three children over to her as soon as she was released, although she had no home to return to. The volunteer arranged for temporary housing for BW and her children at the South Area Emergency Housing facility, and then spent the first three days after her release driving BW and the children around town looking for suitable housing. After three entire days, JR no longer could clear her time to continue the search, so the staff and another

volunteer helped BW continue looking.

In order to cope with this and similar situations, staff tried to establish an on-call list of volunteers who would be available for emergencies. Some women who could not go out to the jail were also recruited as community volunteers. This system was only marginally successful in meeting the needs of the clients, since even the on-call people were in reality not always available on short notice. Most often, the professional staff took responsibility in emergency situations.

The volunteers' own employment was not an important factor in finding employment for the clients. In one case, a volunteer who worked with a large company was able to find out if the same company would re-hire an employee after her release; they would not. Other volunteers helped women find employment, but not related to their own jobs. Many of the volunteers worked for the State of California, which schedules periodic civil service tests for most positions. Many of the inmates had very limited skills, and could not have qualified through these tests, nor could they take them while in jail. Other volunteers who held professional-level jobs could not find appropriate entry-level positions for the ex-offenders. In addition, once the Womanpower project was functioning, most volunteers referred clients to them for employment services.

Ethnic Identity: Ethnic minorities comprised thirty-six percent of the trained volunteers. This was felt to be a very good percentage, particularly since few volunteer groups in the Sacramento area are able to attract and hold an ethnically mixed

group of volunteers. In fact, the minority women had the longest duration of participation, with some of them in the program for over two years. As previously noted, personal contact was important for recruitment of minority women, and the presence of more than one at each meeting helped to encourage their participation.

Ethnic identity was of some importance in first contacts at the jail, particularly for the Black inmates, who sought out the Black volunteers. The minority volunteers, in turn, felt that their minority clients expressed more interest in them personally than did the Caucasian clients. This interest was expressed through requests for their home addresses, and attempts to identify their friends and family. This would imply that the Black inmates perceived less social distance between themselves and the Black volunteers; it was also a function of the small size and cohesiveness of the ethnic communities in Sacramento. In actuality, however, very few of the Black women, once released, sought out or renewed contact with the Black volunteers. The volunteers reported that socially their paths rarely crossed.

It was harder to find and recruit volunteers from the Chicano community. For many Chicanas or their families, the jail was not a suitable place even for volunteering, and for others, as for some Blacks, there were already too many negative associations with the police for them to feel comfortable at the jail. Not many women actually needed the services of Women in Transition's bi-lingual volunteers, but when they did, it was important. One Chicana volunteer, MJ, reported that her client had revealed in

Spanish that she felt the other inmates were making fun of her, and was getting ready to "blow it"--i.e., start a fight--with the rest of the kitchen crew, but she could not express herself to the guards. MJ had a talk with the administrative sergeant, who promptly changed the inmate's work assignment to garden work, where she felt more comfortable, thus quietly resolving the problem.

As the inmates became acquainted with individual volunteers, and as each volunteer's reputation was spread via the jail's "grapevine," ethnic differences lost much of their meaning. Inmates wished to talk with effective counselors, and personality "matches" were more important than color or ethnicity.

Ex-Offenders: Many ex-offenders and women in the jail expressed a sincere desire to be of help to other prisoners and often talked about becoming volunteers. In theory, this would be extremely helpful, both in terms of raising the other volunteers' awareness of the problems of the prisoners, and in terms of rapport with the incarcerated women. However, it was the project's experience that few female ex-offenders, at least on the county/misdemeanor level, were equipped financially or emotionally to carry through as volunteers.

One member of Group III who had been in the county jail and in prison in another state went as far as getting clearance and a jail pass. However, she had problems with transportation and in her personal life, and she never went out to the jail. After some counseling by project staff and use of the referral system for her own needs, she withdrew from the project.

In February of 1976 another young ex-offender reapplied as a volunteer, having recently finished her period of probation. She had gone through the training with Group I but was unable to get clearance while she was still on probation. She obtained a jail pass and was ready to try again. She was very serious and determined about wanting to help other women, but had to overcome many feelings of apprehension, and being ill at ease back in the jail setting. She was also reluctant to reveal her ex-offender status, although none of the women recognized her.

Another major obstacle to the use of ex-inmates as volunteers, beyond the lack of personal resources, was the difficulty of gaining security clearance for them, particularly if they had been incarcerated in the local jail. There was reluctance on the part of the jail staff to accept them as volunteers especially in the case of a recent releasee, or a woman whose friends or family were still getting in trouble with the law, since it was feared that "pressure" could be brought to bear on her to do something against the rules. The jail staff particularly did not want to risk her bringing drugs or potential weapons in, or taking unauthorized communications out. Three women who did obtain jail passes despite previous terms in the county jail were fairly middle class in orientation, and had stayed "clean" for several years.

VOLUNTEER ACTIVITIES

Once the volunteers had completed the training period and had been taken on an official tour of the jail, it was their responsibility to make an appointment with the Sheriff's Department to obtain a jail pass. A background check (Criminal Identification and Investigation) was necessary, along with an interview by the liaison person, but fingerprints were not taken.

Women in Transition staff members, or occasionally an experienced volunteer, accompanied the new volunteers to the jail on their initial visit, and continued to do so until they felt comfortable. New volunteers were encouraged just to sit around and absorb the atmosphere the first few weeks, but they usually became acclimated and acquired clients by the second visit.

Various forms of recordkeeping were tried, but it seemed that the same independent spirit which enabled the volunteer to function on her own at the jail was accompanied by a distinct lack of interest in filling out any of the forms, cards, checklists, or reports devised by the program staff. Ultimately, personal telephone calls by the staff proved to be the best way of getting information from the volunteers on their activities from month to month. Sign-in sheets at the jail made possible the keeping of accurate records of hours actually spent at the facility.

Volunteers frequently called the office for information and guidance in counseling situations. It was impossible to impart all the facts they needed to know during training, and often the

staff could help after the training period through their knowledge of how to accomplish certain tasks through previous experience.

In the jail, a loosely-structured referral situation worked well for the volunteers in the Women in Transition program. Project staff tested different systems of getting volunteers and prisoners together. One was a Volunteer Book, which was essentially a referral and sign-up list where the Social Worker and other staff were to list women who might need counseling, and in which the volunteers would find names and sign up for clients. While a few volunteers took the trouble to look in the book, most simply ignored it. Sometimes the Project Coordinator would get a list directly from the Social Worker and assign individuals to specific counselors with each volunteer's special skills and qualifications in mind. For several months, the Project Coordinator tried going out to the jail on Mondays and contacting the newly-booked prisoners with the purpose of stimulating referrals. This system resulted in new referrals, but created a problem if there were not enough active volunteers to handle the load, since the self-referrals raised prisoner expectations of a volunteer counselor. The last and most effective mechanical method involved leaving a small accordion file box at the front Control Desk, which contained sections for various services (Women in Transition, Womanpower, Legal Resources, Religious Counseling) into which referral slips might be put. By briefly looking at others' cards, volunteers could tell if someone else was seeing the same prisoner. This system worked reasonably well,

though some people forgot to look in the file or record their contacts regularly.

The volunteers exhibited considerable judgement and flexibility in the number of clients they counseled. With the exception of one or two women who equated numbers with popularity, the majority of volunteers worked only with an appropriate number of clients. For several volunteers, this meant only one woman at a time. Other women were talking with as many as six prisoners, but often working in depth with one or two, and maintaining casual contact or running brief errands for the rest.

One problem which came up less often than anticipated by the jail staff was the "shopper" or "collector"--that is, a prisoner who tried to talk to every volunteer who walked into the facility, and who either tried to give a different assignment to each volunteer or arranged it so that five different women tried to call the same lawyer. These women were identified within a week or two, either through individual supervisory contacts with the volunteers, or during the monthly group meetings, during which problem cases might be discussed. Questions of who would continue to work with whom were easily settled.

Under any of the above systems, the intake of potential clients was irregular at best, and many volunteers simply recruited clients by asking aloud in each living area if anybody needed to talk to a volunteer. The other most frequent method was through a prisoner approaching the volunteer, asking her if she was a "Women in Transition," and then asking for whatever help she needed, or referring a friend. During Year III, the Project

Coordinator made arrangements with the social science teacher to present the Women in Transition program to her classes every other month; a representative of Womanpower was added to these sessions in order to make the distinction between the two programs clear, and to facilitate self-referrals. One issue which especially interested the women in jail was whether the volunteers were paid to visit them. They were impressed with the fact that these community women came on their own time, many of them after working a whole day, "just to see us cons!"

A more structured referral system might also have been effective, particularly in a situation where the volunteers were not given free access to all parts of the jail facility. Alternatives might include: formal sign-ups for prisoners who want volunteers; brief initial interviews with prisoners to determine needs; more direct assignment of volunteer to prisoner by Project Coordinator; and limiting volunteers to working only with assigned clients.

A review of the volunteers' final surveys and earlier reports indicates a wide range of volunteer activities both in the jail and in the community. From October, 1974-June, 1977, 2,764.5 hours were recorded by the volunteers and staff at the jail. In addition, a total of 53 hours per month of work in the community with or for clients has been reported by the group.

By far the greatest amount of time in the jail was spent by the volunteers in one-to-one contacts with women prisoners, close to eighty-five percent, by their reports. This time was not all spent in counseling, but included some casual conversation,

sharing of information, and pre-release planning. Except in a few cases which were usually handled by the professional staff or graduate social work students, the counseling was not considered therapy, but rather required good listening skills, a nonjudgemental attitude, and an ability to help the client examine alternatives to make her own decision. Many times, volunteers went to community sources for information which would help a woman decide what to do after her release. GR, for example, used information gathered by her volunteer about college opportunity programs and the specific courses being offered in each community college to determine the college she applied to, and the area in which she wanted to live. MS needed a list of government-subsidized housing and some help from a volunteer in chosing an area where she and her children would live.

It took some time for the volunteers to gain the confidence of the women in jail, and often there was a period of testing the volunteer. The testing often consisted of the volunteer's being asked to perform a task, i.e., "Call my mother and tell her to send some pictures," or "Get me a list of all the day-care centers in my neighborhood." The volunteer would hurry out and perform the task and report back to the inmate, who would then seem somewhat disinterested in the results. In actuality, she would have checked with her mother to see if the volunteer had indeed called, or known enough about the day-care situation to be able to see if the information was complete. It seemed, however, that the effort of performance was what was important to the client in establishing the reliability of the particular volunteer.

TB, a volunteer with many connections in the community, quickly gained a reputation for effectiveness at the jail when she contacted and got information from a public defender, whom nobody else could reach, because he was an acquaintance of hers.

Volunteers were often overwhelmed with the legal aspects of the problems which their clients discussed with them. Efforts to increase their comprehension of the legal system included several in-service presentations by public defenders, probation officers, and district attorneys, and the production of a chart of the court system for their use. Staff and volunteers also sought free legal advice from lawyer friends.

A need often expressed by clients and volunteers alike was for better legal service for the women, and a desire to better understand the law and legal processes. In May, 1976, the Outreach Coordinator arranged a meeting between the liaison person at the Sheriff's Department and a group of female law students at McGeorge School of Law who expressed an interest in working with the program. The purpose of this meeting was to clarify the responsibilities and limitations of the students, and to ascertain that they might become volunteers and work within the Women in Transition program. They began working with Women in Transition in the Fall, under the supervision of an interested member of the Bar.

As it turned out, although there was high interest expressed by the law students and attorneys, the nature of their time commitment was limited. They saw themselves as experts whose time was very valuable, and did not see any utility in going weekly to

the jail "just to talk." Legal information classes were limited in that there were not many topics which were approved for presentation by the Sheriff's Department, and the Legal Resource people were required to avoid giving advice on any cases in which there was already a lawyer or a public defender assigned. Finally, a system of direct individual referral was set up, with volunteers or staff calling the Legal Resource people directly either for information or to ask one of them to visit a particular woman at the jail whose need for such service had been validated. Even then, some frictions arose between jail staff and the Legal Resource women when they made successful attempts at obtaining time-served orders from judges for incarcerated women, and when they began getting court orders for medical appointments for women who felt that they were not being properly served by jail medical staff. Although jail staff also feared that the Legal Resource persons would stimulate either personal or class action suits against the jail, these never materialized, usually because of lack of inclination of the ex-prisoners to follow through or insufficient grounds for action.

In May, 1975, 20 questionnaires were sent out to the volunteers who either had been active for six months or more, or who had been trained in Group I and had been active for a short period. Fifteen responses were received; responses are listed below as an example of volunteer activity, demographic data, and personal reactions to the program:

1. Age of volunteers

Years	Number
26-30	2
31-35	1
36-40	3
41-45	2
45 & older	6
No response	1

2. Marital Status

Status	Number
Single	3
Married	7
Divorced	2
Separated	1
Widowed	1
No response	1

3. Education

Level	Number
Jr. College	2
College	6
Grad. School	6
No response	1

4. Length of time with Women in Transition

Months	Number
6	1
7	2
8-10	12

5. Have you ever been on Welfare?

Yes - 3
No - 12

6. Have you ever been in jail?

Yes - 1
No - 14

7. Do you know anyone personally who have ever been in jail?

Yes - 8
No - 7

8. Before volunteering, did you know what it was like to be in jail?

Yes - 6
No - 9

9. What have been your major activities with Women in Transition?

Activity	Number of Women Who Reported this Activity
In jail:	
Pass-time activities	5
One-to-one discussion/counseling	14
Services: letter-writing, calling, etc.	10
Information-sharing	10
Crafts	2
Education/tutoring	6
In community with women:	
Transportation	4
Trip to court	4
Job-hunting	5
College & training registration	4
Food	3
Informal visit	7
Housing	1
Clothing	4
Trips to welfare, EDD, probation	5
Call to probation officer	1
In community for women in jail:	
Phone calls	10
Letters	7
Pick up of items/information	8
Meetings with resource people	9
Information from WIT	8
Other (not defined)	1

10. How many women have you talked with?

Just once - range from 3 to 50 with a median of 22
Twice - 1 to 40 with a median of 10
Three times - 2 to 30 with a median of 4
Four or more times - 1 to 10 with a median of 7

11. How many women did you see "on the outside" after their release?

None - 8
One to 10 contacts - 7

12. Do you feel that what you are doing as a volunteer is:

a. Very important. What you are doing actually keeps female offenders from returning to jail. 2

b. Moderately important. What you are doing will probably help female offenders avoid returning to jail. 3

c. Important. What you are doing may help female offenders avoid returning to jail, but really don't know. 7

d. Not very important. What you are doing does not really have an impact on female offenders, but you like trying to help. 2

No response 1

Comments:

"What seems to be most important is that the women feel that we care--that requests can be fulfilled by us without all the red tape."

"I have no evidence, but I can't help but believe that anything that will break the old pattern helps."

"Immediate help for many. They voice appreciation and it is evident they are getting help of one kind or another--but as far as helping offenders avoid returning to jail, it is very doubtful in my mind."

"Anything that can be done to help the female offenders gain a positive self-image should and must be done. I feel that through my exercise and volleyball program, the girls were exposed to an opportunity that could help them with their physical appearance. In addition to being exposed to proper exercises, the girls had the opportunity to relate to each other in a group situation. By relating to each other in a positive manner, I feel as though the girls gained in social skills. Unfortunately, a two-day-a-week P.E. program is not enough to be really effective. To gain fully from a good physical education program the offenders should be exposed to a good teacher daily.

I highly recommend that the County hire a full-time P.E. teacher to work with the girls on a daily basis."

"I think it's very important but not because it keeps women out of jail. There is no way we can gauge that now. It's important because as people they need to know there is some place they can turn to and some people who really care."

"I think it to be very important that female offenders know someone really cares about them."

"The relationship is of too short a duration to do much lasting good. Most need continuing support on the outside such as a halfway house could give."

"I believe the personal contact has been very important with mutual benefits received. However, how effective the visits are in keeping the women offenders from returning to jail is questionable. There seems to be a strong need for a halfway house. Also, every woman I talked with had little or no employable skills to become economically self-sufficient once released. If they could go directly into a training program with a stipend to assist them covering costs of books, etc., whether or not they're eligible for welfare. It shouldn't be an incentive to become an offender in order to get vocational training but some equitable way could be worked out. Maybe OJT is the only answer."

13. Did you receive enough training to adequately perform the services you are now performing?

    Yes - 11
    No - 3
    No response - 1

14. What other kinds of training could you have used (or should there have been more emphasis in specific areas)?

    Responses indicated a need for training in the areas of self-awareness and assertiveness; for more information on securing jobs and education; information on welfare, probation, legal and jail procedures, child protective services; information about the entire procedure used from arrest through probation or parole; and for training in legal terminology.

15. How often did you call the Women in Transition office for information/help?

None	- 1
Two to three times	- 2
Not very often	- 3
Six or more times	- 1
Once or twice per month	- 1
Two or three times per month	- 3
Weekly	- 1
Frequently	- 1
No response	- 2

16. Did Women in Transition provide enough supportive services for you?

Yes - 11
No - 2
No response - 2

Areas where more information was very adequate:

Information about resources	- 2
In-service training/information	- 1
All areas	- 5

Areas where more information was needed:

Information about resources	- 1
Information about legal/jail procedures	- 3
Information on education for drop-outs	- 1

17. Have your volunteer experiences changed your attitude toward women in jail? Please explain.

Yes - 10
No - 3
No response - 2

Comments:

"Learning that people are people, and realizing even more the obstacles that the poor are up against."

"The majority of the women I have talked with seem less defeated by their situations than I had thought. They have a great deal of fight and spunk."

"Made me a little pessimistic."

"Not so much a change in attitude--more of an awareness of women in jail. Until this program I had no attitude toward women in jail. I had never really thought about them."

"For one thing, I found out the 'system' is not quite as bad as I anticipated. For the most part, the guards seemed genuinely concerned about the welfare of the offenders. Secondly, I found the communication among the offenders to be quite good. While each one remains independent, they seem to be aware and sensitive to the others around them."

"I am more aware of their problems; more concerned that the penal system hasn't found rehabilitation solutions."

"I found each woman to be a special person, some very intelligent, some not so educated as others, but still special in her own way."

"I didn't really have any huge preconceptions but I did think most would be less willing to talk to me. I also did not realize how many would have so little education and how many would be so young."

"I have had some previous training in working with criminals and juvenile delinquents; so I knew what to expect. If my attitude has changed it is that I feel less hopeful that life styles and basic character can be changed by volunteer's visits."

"Reinforced what I already believed but I underestimated the women's self-autonomy."

"Became more aware of their need for programs both inside and outside in the community."

The survey indicated some of the differences between the volunteer and client populations, with the volunteers being older on the average, having more education, and a higher financial status than the women in jail. The volunteers' answers showed the effects of working with a complex situation and a volatile and difficult client population, with considerable problems in follow-up. The women prisoners, though their intentions may have been quite genuine while they were in jail, often failed to follow up on plans developed by and for them by volunteers and staff, creating disappointing situations, especially for volunteers. It was also difficult to obtain satisfactory follow-up information

on clients, since many of them tend to disappear upon their release.

In January, 1976, similar questionnaires were sent to volunteers who had been with the project six months or more. Eleven volunteers with an average participation of 8.6 months responded, and the resulting profile of volunteer counselors was similar to that reported earlier: the majority were over 30 years old, married, and educated beyond high school, with only one volunteer who had ever been on welfare, and one who had been in jail (overnight for drunk driving). They indicated the continuing trend of middle-class women who were interested in and available for volunteer work. This group felt that what they were doing was important to the women in jail. Some typical comments were:

> "Just being available is important to them."
>
> "I feel my contacts have provided women with some alternatives which they may not have been aware of previously and help them cope when they are released."

In response to the question: "Did you receive enough training to adequately perform the services you are now performing?" nine women said "yes," and two women said "no." One of the "no's" qualified her comment by noting that: "A lot of what we do is learned best by making our own mistakes..."

The respondents seemed satisfied with staff support and called the office as needed. Nine of the 11 women felt that their volunteer experiences had changed their attitude toward women in jail. These attitude changes ranged from "development of more insight" into the female offender to "discouragement over the lack of personal resources and desire for change" on the part of many

of the women. The indications were that these community women had definitely gained a more realistic attitude toward the criminal justice system and those involved in it.

In the final questionnaire, volunteers who had persisted with the project listed some of the following answers to the question, "What did you find most rewarding about your volunteer experiences?"

"Seeing results from counseling."

"That I was able to bring some people out of their depression."

"Hearing from her after she got a job I told her about, and she was trying to stay straight."

"Watching someone make, sometimes for the first time, step towards getting positive control of their lives."

"Seeing the women leave the jail and not return."

Their responses to the question about "what keeps you going" (to the jail) included not only elements of satisfaction with the counseling and contact with the women, but answers which indicated satisfactions and rewards associated with being in the volunteer group and meaningful contacts with project staff.

These responses are indicative of the self-motivation of most of the volunteers, who realized that gratitude was not easily expressed by their clients. While in jail, however, many inmates spoke of their sense of "helplessness" and inability to act in their own behalf. They greatly appreciated having a friend on the outside who could, as they said, "run for them."

Therefore, "in the community" was an important category of activity for the volunteers. It included activities <u>for</u> the clients while they were in jail. Volunteers spent countless hours

on the telephone, particularly during the first 2 1/2 years of the project, when the women were not allowed to make more than one phone call a week from the jail. (This policy was then altered.) The volunteers called probation officers, lawyers, families, social workers, welfare workers, colleges and community resources for the inmates. They also checked on apartments and belongings, helped to cash checks, took out clothing for women to wear to court, picked up and delivered college and job applications, went to court when the women had to appear. Some volunteers brought inmates' families out to visit; one memorable trip involved a husband and six lively children in a small car. Several volunteers went to speak personally to judges and lawyers for their clients, and wrote letters to others.

In the case of JW, the volunteer found her a job before her release, and brought the prospective employer out to the jail to interview her. Another volunteer made special trips to pick up some belongings for a woman who was being sent to state prison. She also arranged to bring the woman's family to visit her at the jail.

In addition to contacts in the jail, volunteers were encouraged to continue to see and help their clients after their release. In their survey replies, 10 out of 21 stated that they had not seen any women after their release. Some of the volunteers preferred to keep their relationships with the women in jail only, and others felt that the women did not wish to "socialize" with them in the community. Often, it was the office staff or the student interns who maintained the contacts with clients in the

community.

Many clients who seemed to need a lot of help or counseling in the jail disappeared after their release. In some cases, they did not wish to contact the volunteers, who reminded them of their unpleasant experience, or of the fact that they were, indeed, ex-cons. Many of the younger women, particularly the drug addicts and the prostitutes, had no intention of changing their lifestyles, and avoided even friendly or well-intentioned contacts with volunteers because they were embarrassed to be seen at their illegal activities.

Over the three years of the project, Women in Transition volunteers reported a minimum of 1,659 hours in the community providing services to or for clients. This figure includes the hours spent by the several student interns, but does not include Women in Transition staff. Looking at this on a monthly basis, volunteers and students spent a minimum of 53.52 hours per month, or 6.70 days per month, providing support and services to clients in the community.

During this period, staff and volunteers reported 588 direct contacts with women in the community, with volunteers providing 364 contacts, 224 by staff. These contacts consisted of home visits, office visits, and phone calls to or from clients. Almost all included some elements of counseling, although specific process recording was not required. Nevertheless, since a number of clients seemed to live in perpetual crisis or contacted volunteers only when experiencing a crisis, the volunteers often provided crisis intervention services. If the situation was more

than the volunteers were prepared to handle, they had recourse to the professionally-trained staff for support and advice in the handling of a situation, or to actually take over in the crisis. Community health crisis resources were also available if the client felt comfortable using them.

Another important aspect of the project was personal services provided either for or with the client. These services included consultation or contact with community agencies and accompanying the client to the various agencies. The volunteer or staff person often acted in the role of advocate for the client. These two categories combined accounted for 48.80% of direct services provided by staff and 31.35% of direct services provided by volunteers, or combined, 38.39% of direct services.

This support and advocacy by a representative of another recognized agency increased the credibility of the client and produced or hastened service by many agencies. It was found to be unfortunately true that the squeaky wheel got the grease, and that agency-to-agency referrals produced more services than self-referrals.

One dramatic instance of this occurred with a client whose epileptic seizures were related to her incidents of criminal behavior. A staff member intervened, collected data, and suggested a change of doctors. The woman was given a reduction of medication by her new physician which changed her outlook on life, increased her mental alertness, and improved her behavior.

Without help of the project, however, she would not have been able to get all the information she needed, nor to obtain the referral to the new doctor.

Table is a rank-ordering of reported instances of services in the community by staff and volunteers for both direct services and referrals. It indicates some of the differences in services provided by the volunteers and the staff, with the emphasis for the volunteers on concrete services, although as previously noted, every personal contact included some elements of counseling and interaction with the client. Two broad categories, emergency services and some form of advocacy, accounted for 47.5% of all services provided in the community by volunteers and staff combined. Staff filled in with the agency-to-agency contacts and emergency or daytime transportation needs which volunteers could not always provide, and had more instances of direct counseling than the volunteers.

Community follow-ups were frequently disappointing to volunteers. One volunteer experienced considerable difficulty in trying to help a client after her release. First, she arranged for the woman to have a room in an alcohol recovery home, then picked her up at the jail upon her release and got her settled at the home. The client did not stay there very long, and soon was back to drinking and destructive behavior. The volunteer worked with the woman's family and spent a lot of time and energy trying to locate the client. After a number of supervision sessions, the volunteer was finally able to let go of an impossible situation.

Table 3: Rank Ordering of Five Major Services in the Community

Direct Services

	Staff		Volunteers		Combined	
Order	Service	%	Service	%	Service	%
1	Consultation with Agency	32%	Employment Related	35%	Consultation with Agency	24%
2	Transportation	18%	Transportation	26%	Transportation	23%
3	Accompany to Agency	17%	Consultation with	18%	Employment Related	22%
4	Counseling	15%	Accompany to agency	14%	Accompany to agency	15%
5	Clothing/Furnishing	12%	Clothing/Furnishing	5%	Clothing/Furnishing	8%
	TOTALS:	93%		96%		91%

Referrals

1	Housing	23%	Education/Vocational	32%	Education/Vocational	23%
2	Employment Related	20%	Clothing/Furnishing	19%	Housing	19%
3	Clothing/Furnishing	16%	Housing	18%	Clothing/Furnishing	18%
4	Emergency Food	11%	Emergency Food	10%	Employment Related	14%
5	Education/Vocational	8%	Employment Related	10%	Emergency Food	10%
	TOTALS:	78%		89%		85%

Another volunteer arrived at the jail to pick up her client, her car laden with donated clothes and household articles, having made appointments with Welfare and Employment Development Department. The client had left an hour earlier with her boy-friend, leaving the volunteer not only disappointed, but stuck with the clothes, the household articles, and broken appointments.

In another instance, a student intern spent considerable time with the family of a releasee who disappeared from home after three days out of jail. Both the client's young son and mother needed emotional support and help in dealing with their feelings of rejection and in deciding what to do.

However, when the client was willing, she could call upon a great deal of help from a wide variety of resources, and a lot of personal counseling. The results could be positive and rewarding, both to the client and to the volunteer. JM, a volunteer, provided a ride home from the jail for a woman on Easter Sunday when no other transportation was available, and also offered the hospitality of her church group to one of the walk-in clients. Several volunteers who were not able to get to the jail continued to visit released clients, one of whom was in a board-and-care home. Another volunteer who preferred to work in the community spent several days helping a client find housing, then accompanied her to the Welfare Department, and took her to the hospital emergency room when a child was injured.

One early Women in Transition client, KT, served to test many of the project's early capabilities. She was 28, Caucasian, divorced, sentenced to 6 months for aiding in a burglary (she

drove the car). First contacted in jail through a referral from the Social Worker, KT required several months of weekly visits during which she was able to ventilate her bitter feelings about her situation. As time passed, she began to make plans for her release and recovery of her children from foster care. They had been placed after her ex-husband had received custody on grounds that since she was in jail, she was an unfit mother. During her last few weeks in jail, the volunteer brought KT an application for a special County employment program for disadvantaged people, which she filled out and mailed from jail. At the time of her release, she had absolutely no material resources; her car had been repossessed, her apartment lost for nonpayment of rent, her furniture and clothing stolen. Luckily, she possessed good clerical skills, but had not had a job in five years since the birth of her children.

On the day of her release, KT was picked up at the jail by her volunteer and taken first to a temporary housing facility arranged by the project, then to a church's "clothes closet" for some clothes. She was loaned some money for absolute necessities, and the next day taken to the Welfare Department to apply for aid until she could find a job, get an apartment, and demonstrate that she was settled enough to regain her children.

KT knew what she wanted and had developed some faith in her ability to achieve her goals with the help of her volunteer. She soon had an inexpensive room with a shared kitchen, and within a month had a temporary job as a clerk. She was also lucky, because the application she had filled out in jail was drawn, by lot, as

number nine in line for a County Comprehensive Employment and Training Act job. Although somewhat fearful about her ex-offender status, KT was eventually hired for the job, which she held for almost two years. During that period, she continued contact with Women in Transition and received the following services: personal counseling, emergency food, donations of furniture and household goods, banking and budgeting, assistance with transportation to see her children, transportation and company to court and to the social worker overseeing the foster care of the children, legal referrals, transportation for her children when she finally regained custody, help with locating day care, parenting advice, advice to the lovelorn, encouragement to return to her home state when her probation was terminated...and more.

KT knew she was testing several systems for the program, including welfare and emergency services. The first emergency housing she stayed in turned out to be not really suitable for project clients. Although it was free, it was a boarding home for mental patients, and a nonpatient would have trouble relating to the other residents and complying with the strict rules. Some of the emergency resources located for her were good; others were not. These experiences were valuable for future clients. In addition, she was one of the women sho shared her experiences with new volunteers in training, and thus contributed much to the program. Although KT's accomplishments were through her own efforts, she felt that the support of the program was what helped her through the really hard times.

In sum, services provided in the community responded to the major needs of the released women, and included personal support and counseling, help in obtaining employment or training, concrete services such as transportation, and referrals and advocacy with community agencies providing emergency and long-term services.

COMMUNITY RESOURCES NETWORK

In the Sacramento area there are many human service agencies which are available to the residents of the community. As is often the case, however, those most in need of these services know the least about what is available, and this was indeed the situation with most incarcerated women. One goal of Women in Transition was to develop a network of the human services in the community to meet the needs of the client. Thus the objectives of the community outreach component of the project were: (1) to gather accurate information on these community agencies, (2) disseminate this information to the volunteers for use with clients, and (3) maintain at least one specific contact person within each agency to whom a client could be referred directly.

During the first year of operation, initial in-person contact, whenever possible, was made with all agencies in Sacramento which might be able to provide services to the female offender/ex-offender. The Women in Transition program was introduced to each agency and information on each agency was gathered, including any brochures or other relevant printed material developed by the agency.

Training in the use of the resource information was provided for the volunteers in one session of two hours for each group. The material was presented in broad categories along with techniques of client advocacy and referral. The material for the first training session on resources consisted of many stacks of

handouts gathered from the agencies; the volunteers were treated to a "paper buffet."

It soon became clear that some of these handouts duplicated others and that the pile of material was quite cumbersome. By the second year a formal Resource Directory listing community resources by topic (e.g., Emergency Housing, Food, Employment, etc.) was reproduced and given to each volunteer. This was updated and expanded every six months for each new group of volunteers, and emerged as an 80-page annotated volume.

The volunteers' reaction to the resource information often appeared to be a case of information overload. It took time to sift through the material and utilize it. Also, volunteers learned more about the material by actually applying it. Even though the Resource Directory was an excellent reference, the office still received a large number of phone calls from the volunteers requesting information on resources. There appeared to be three main reasons for this: (1) the volunteer called from work and had left her material at home, (2) the volunteer was new and did not yet feel confident in her own skills and abilities, (3) the volunteer hadn't bothered to check the directory.

Another objective of the resource component was to obtain feedback from the volunteers concerning agencies effectiveness, etc. To this purpose, forms for feedback on community agencies were developed in the early part of the project. Several groups of volunteers were asked to complete and return these forms. Only three completed forms were returned to the project. It appeared that three factors were at work: (1) the volunteers did

not like to do paperwork, (2) the volunteers forget, and (3) staff did not press sufficiently on the volunteers to return the forms. Somewhat more successful was telephone feedback, wherein the flavor of the volunteers' contacts with various agencies was ascertained. Extremely negative feedback regarding agencies reached the staff almost immediately. If a volunteer found herself or her client treated rudely or in some other negative manner, she readily passed the complaint along to the office while seeking advice on the next steps, or support for the stand she had taken.

Perhaps the biggest problem with the resource material was keeping it up to date. It was not unusual to find that some information in the Resource Directory became obsolete within a week after it was distributed. Given the nature of funding sources, small agencies seem to come and go almost without notice. Large, governmental agencies do not pass from the scene as rapidly, but they are notorious for changes: in policy, personnel, location, and telephone numbers, not to mention changes in name and structure. For this reason, frequent updates on resource material were necessary. These informational updates were sent to the volunteers whenever there was sufficient material to warrant it. This meant on-going contact with agencies. In cases where contact with the agency was only peripheral, a phone call to update information was sufficient. In other cases, where the agency was dealt with directly, in-person visits helped to build bridges among agencies, provide leads on resources available from other agencies, and create a network of information as to what was

really available in the community.

Furthermore, as a specified objective, maintaining liaison with at least one individual in each agency was of importance in making clients feel more welcome and/or less confused when referred to an agency. This was even more important when dealing with the larger, more bureaucratic organizations. It was helpful for volunteers to accompany certain clients to some of these larger agencies in an advocacy role. It was relatively common for a client to be required to wait a long period of time for an appointment. It was also quite common for a client with a low frustration level to decide "...this agency doesn't want to help me anyway,..." and leave. The task of the volunteer in this case was to encourage the client to stay and to persist in obtaining services.

One other objective in relation to the resource material was to develop useful hand-outs for clients. During Year II of the project, a card was printed listing all employment offices and Civil Service personnel offices on one side and all ex-offender programs on the other. This was distributed to clients through the volunteers and in workshops at Womanpower. Toward the end of the project, staff produced a four-page handout of the information most frequently requested over the past three years, including counseling services, crisis lines, food and clothes closets, and ex-offender programs and employment offices, for distribution to the clients.

AGENCY CLIENTS

Profile of the Target Population:

During the first months of project operation, the results of a survey done in 1974 for the Sheriff's Department were made available to the Women in Transition staff for the purposes of understanding the client population. A flyer was produced using these statistics, which became another informational handout for public use. (see next page)

Three subsequent surveys of the women in the Women's Detention Facility undertaken by the Women in Transition staff revealed both some constants and some changes in demographic and p other data. Table 4 compares selected response areas over the three years 1975-1977 and reflects trends both in the economy and in County criminal justice procedures. Most notably on a national level, employment opportunities decreased greatly by 1977, in part accounting for the greater number of women "unemployed at time of arrest." A possible corollary, that with heavy unemployment there is less incentive to leave school for a job, would help to explain the increase in educational level of the women.

A local factor relating to jail population was the Heroin Impact Program (HIP) initiated in January, 1976, by the Sheriff's Department with the cooperation of Federal, State and local narcotics enforcement. HIP's aim was to reduce drug sales and use by arresting as many people as possible who showed any connection

CHART I:

A Profile of Women in Sacramento County Jail

The Women's Detention Facility is a separate unit of the larger Sacramento County Jail at Elk Grove. It houses an average of 60 to 70 women, unsentenced and sentenced, in a maximum-security, three-year-old facility. The Jail is unusual because it has no bars, but security is maintained by an electronic door control system. Terms in the County Jail range from two days to one year, with the average for women of 40 days.

A survey of the total population of the Sacramento County Correctional facilities in the 1974 revealed the following facts about the female population:

Age:
- 18-21 - 31%
- 21-25 - 17%
- 26-30 - 24%
- 31-35 - 11%
- 36-40 - 5%
- 41-45 - 4%
- 46-50 - 2%
- 51-55 - 4%
- Over 55 - 1%

Education:
- Less than high school - 28%
- High School GED - 37%
- Vocational school - 7%
- Some college - 23%
- College graduate - 2%

Race:
- White - 56%
- Black - 30%
- Chicana - 8%
- Native American - 3%
- Other - 3%

Arrests & Offenses:
- No prior arrest - 29.5%
- No prior misdemeanor - 43.0%
- No prior felony - 69.6%
- Three or more prior felonies - 5.0%

(These are all lower than for the men in County Jail.)

First Offenses:
- Crimes against persons - 13%
- Sexual - 4%
- Burglary only - 11%
- Crimes against property - 11%
- Public disorder - 1%
- Drugs - 15%
- Alcohol - 3%
- Traffic - 12%
- Checks - 11%
- Others - 18%

Table 4 : Women's Detention Facility Population Profile
1975, 1976, 1977

	1975 (N=42)	1976 (N=43)	1977 (N=46)
Age: 30 and under	71%	72%	89%
Education:			
High School or less	62%	58%	65%
Grade School	19%	12%	9%
More than high school	19%	30%	27%
Employed at time of arrest:	30%	33%	22%
Unemployed	70%	67%	78%
Unemployed and on Welfare	43%	26%	39%
Marital Status:			
Presently married	43%	14%	28%
Single	17%	42%	28%
Divorced	24%	23%	11%
Separated	9%	16%	22%
Widowed	7%	5%	4%
No Answer	-0-	-0-	7%
Children:			
% having children	80%	70%	74%
Total number of children	84	72	62
Race:			
Caucasian	52%	44%	59%
Black	31%	35%	22%
Chicana	14%	21%	17%
Other	2%	-0-	2%
First time in jail:	25%	35%	43%
Drug Record:	43%	35%	48%
Alcohol Record:	14%	9%	8%

	1975 (N=42)	1976 (N=43)	1977 (N=46)
Legal Representation:			
Public Defender	64%*	67%	83%
Private	29%*	23%	13%
None	7%*	10%	4%
*These figures from 1974 survey.			
Heard about WIT:			
Yes	64%	70%	76%
No	19%	30%	22%
Some idea	17%	-0-	-0-
No Answer	-0-	-0-	2%
Heard about Womanpower:			
Yes	**	81%	78%
No	**	16%	17%
No answer	**	2%	4%
Spoken to WIT:	74%	40%	65%
Spoken to Womanpower	**	50%	57%

** Womanpower Project not yet started.

with drugs (sales, possession, under the influence). They were given an automatic 30 days in jail and offered information on drug programs available to them in the community. This served to swell the jail population with younger women who were drug addicts and first offenders. The advent of the Womanpower project brought some changes; these can be most strongly noticed in the 1976 surveys, where more women had heard about and spoken to the Womanpower outreach workers than to Women in Transition volunteers.

There is no doubt that the women were, on the whole, an economically and socially disadvantaged group. Less than half of the women who had children were "presently married," an indication that they were the sole support of their families. A small proportion (22-33%) were employed; the jobs they did have included such categories as clerical, gas station attendant, waitress, barmaid, masseuse, cashier, store manager, bar manager, domestic: the majority low-paying and low-status jobs. Another indicator is the very high percentage of women (64-83%) who qualified for and required the services of the County Public Defender, rather than a private attorney.

At least half of the women had some kind of substance abuse in their records; probably more had it in their backgrounds but it was not reported. Although many had completed high school, it was clear to the counselors that these women had not received training which would enable them to find and hold meaningful, or at least profitable, employment. Subsequent work with Womanpower indicated that even when the women were willing to work, few were actually "job ready" and needed considerable pre-employment

training and coaching. Typically, they either had very low aspirations (waitress or nurse's aid) or unrealistic notions (fashion model or psychologist) of career possibilities.

Emotionally, there was an atmosphere of depression and suppressed emotion which suffused the jail and its inmates. The women spoke of their sense of helplessness and loss of personal identity, and of a regression into childhood ways. This is typical of most women's detention facilities where inmates are encouraged to be "good girls": cooperative, quiet, cheerfully accepting the regimentation of jail life. Many women felt very strongly the stigma of having a criminal record; some wondered if they could face their neighbors, relatives, and former employers again. Others simply identified with the world of the ex-offender to the extent that they did not believe that they could have a meaningful conversation, let alone relationship, with a "straight" person. Many of their husbands, boyfriends, and "old men" also had criminal records. Another observation made by several Women in Transition volunteers and staff was that many of the women appeared to have gotten into trouble because of their men, and were deserted by them once they went to jail. Often, only a prisoner's female relatives would visit her or give her any support while she was in jail. Indeed, some of the inmates were quite dependent upon a parent figure and had difficulty operating independently.

All of these factors and many other observations lent credence to the notion that the vast majority of the women in jail

were hindered by a low self-image; that many of their problems occurred because they did not see themselves as capable, successful or deserving. Thus, volunteer efforts were aimed at improving the client's perceived self-worth through counseling and personal interest expressed by a representative of the community, and the exploration of alternatives to the criminal lifestyle. Rehabilitative steps included those related to the specifics of gaining employment or training, plus the marshalling of a network of community resources which would support and maintain the woman ex-offender so that she need not return to crime because of economic or personal pressure.

Activities with Clients in the Jail:

Over the three years, volunteers spoke with an estimated 485 different women in the jail. As listed in the surveys, the primary activities were, as perceived by the clients, in order of frequency:

Talked to me about problems
Got information (about family, probation, etc.)
Gave me information about jobs or training
Made phone calls
Gave me information about where to go for help when I get out
Made plans for release
Helped with application for Modification or Sheriff's Parole
Wrote letters
Passed the time
Furnished information or application for college
Got family a ride on visiting day
Helped with doctor's appointments
Helped with clothes
Got in touch with drug programs
Just made me feel better

These correspond closely with the volunteers' perceptions of what they were doing at the jail. The women prisoners' responses indicate a high level of satisfaction with the project, and of

appreciation of the volunteers within the jail setting. Most inmates were able to understand both the strong points and the limitations of the volunteer counselor system. In the opinion of many of the jail staff, the volunteers did indeed serve to lighten the atmosphere in the jail and ease the tensions by providing direct services to the inmates most in need of them.

Some brief examples of volunteer intervention follow.

LP was a young woman whose odd behavior and disoriented conversation earned her a reputation as a "mental" (problem) at the jail. Most of the time the other women tolerated her, but they refused to eat with her because her eating habits were so messy. She had to eat in her cell by herself, which only increased her odd behavior and sense of rejection. Several volunteers decided to make it a point to eat lunch with her on a regular basis. They praised her good behavior and gave her tips on which might bother others. After three weeks, she was able to rejoin her group at meals. One volunteer continued to counsel her and helped her after her release.

SW told her volunteer that she was very upset about her children; her mother was taking care of them, but had not contacted her to let her know how they were. The family had no telephone, so the volunteer visited them in person, reported back to SW, and brought them out on visiting day. Later contacts included discussions on parenting and relating to her own mother, plus help with release plans.

NT was bright, well-educated, came from a middle-class background and did not feel she was "one of the criminals." She

would not relate to most of the women prisoners, and they resented her "superior" attitude; on several occasions the women managed to kick or punch her while out of sight of the matrons. As a result, she kept mostly to herself, and really needed someone to talk to. A volunteer was assigned to her, visited her faithfully for the rest of her term, providing personal counseling, feedback, and help with pre-release planning.

Through the efforts of Women in Transition, several special programs were brought to the jail or gained initial access to the facility which they did not have before. For the training of Group I, a session with Planned Parenthood was arranged, with an attempt to involve jail staff. After some negotiations, arrangements were made for a Planned Parenthood outreach worker to present a series of informational classes at the jail, aided by jail staff. After this period of training, the officer, with the help of the social worker, took over the program and presented it on a regular basis with material and class outlines supplied by Planned Parenthood. This much-needed program still continues with technical assistance from Planned Parenthood. Project REACH, an outreach recruitment for women and minorities by a local community college, was brought out regularly by Women in Transition or Womanpower to inform the women of opportunities through college. Classes in personal psychology and parenting, similar to those given for the volunteers, were sponsored by Women in Transition, and were very well received, paving the way for the local Board of Education to sponsor their own series of child management classes at the jail. Entertainment was also

important, and Women in Transition sponsored performances by bands, individuals, and holiday programs.

Thus, Women in Transition was able to stimulate more direct community involvement with the women in jail through bringing in a large number of community volunteers with a wide range of backgrounds and interests, and by offering sponsorship (i.e., opening the door) to community resources and agencies willing to offer their services. These efforts, as well as the presence of the volunteers at odd times in the jail, served as "normalizing" influences, bringing the community into the jail. The women especially enjoyed the opportunities to speak to new individuals, people whom they didn't see all day. It also served in some small measure to provide relief from the prisoner code of noncooperation with authority. The women prisoners expressed the idea that they felt the staff treated them better when the volunteers were around.

Most of the listed activities may be interpreted as moves toward rehabilitation, or personal rehabilitation commitments. The women counseled by Women in Transition were better prepared in terms of information and referrals, and knew more places to go for help when they were released. For some, contact with a volunteer counselor had resulted in an improved self-image as a worthwhile person, and self-confidence developed through personal encouragement. Certain project policies, such as referring to the inmates as "women," not "girls" or "ladies," and a general practice of not asking the client why she was in jail until she brought it up, or unless it was necessary to know for employment

purposes, helped to demonstrate that volunteers respected the women as people, not as cases.

Documenting these changes, improvements, and commitments was an extremely difficult and highly subjective task; changes may be observed and reported, yet not be maintained beyond the period of incarceration. All the people connected with the project had some experience with "jail-house promises" made in all sincerity, but not followed after release. Self-reports of specific instances of assistance were most helpful; yet even then it seemed that the recipients of aid did not always remember what had been done for them. It was necessary for staff and volunteers to remember that gratitude and thanks were not always forthcoming, and that their efforts might not have results that could easily be discerned.

In the 1976 survey in the jail, 43 women prisoners were interviewed: 15 women (35%) had been incarcerated at Rio Cosumnes Correctional Center previously during the past two years; of these, nine had spoken with a Women in Transition volunteer. Four women said the contact with the volunteer did not make any difference to them after release; a fifth admitted that she "didn't follow up" but that she did once go to the office to get some emergency clothing. Responses from the remaining four included:

> "The volunteer was someone to talk to, helped by understanding my problems. She got me special information."
>
> "I tried to follow-up on the job information she gave me."
>
> "She helped me with college plans."
>
> "I got lots of information on ex-offender programs in Los Angeles that I could go to when I got out."

Another 13 women (30%) reported that they had been in jail before (but not at RCCC or within the past two years), indicating a total of 65% recidivism. Previous studies indicated 75% recidivism, so this indicates a reduction of 10%.

This survey was done during a period of low volunteer participation, yet 30 of the women (70%) were aware of the program, and 17 (39%) had talked with a volunteer counselor. The great majority felt that the counselors understood the problems of women in jail, that they spent as much time as the inmate needed, and were helpful to inmates.

Calculating the effectiveness of the program beyond the jail walls was an equally complicated matter, particularly since it was so difficult to keep track of the women once they were released. Clearly, with certain individuals, such as KT, great progress was noted. When the women followed up on referrals to Womanpower, one out of every two had a "positive termination," i.e., a permanent job, a training or educational situation, or a CETA position. Women in Transition volunteers and staff did many things for and with ex-offenders in the community; among those perceived most valuable were personal counseling, transportation, and advocacy with community agencies for services.

It became evident that one reason ex-offenders sought help from Women in Transition was because of familiarity with the staff and volunteers. Perhaps even more than the general public, the woman ex-offender prefers to work with someone she knows, has tested and found reliable, and who knows about her offense background and is not put off by it. The program also gained

credibility because it involved women working to help other women. Many women in jail had been taken advantage of by men, and did not trust them. While project staff and volunteers did not stress "feminism," they did try to model and impart values which included self-respect, self-reliance, competence, and economic independence.

In 1976, follow-up attempts were made to reach 62 ex-clients of Women in Transition; the addresses of some were known, and others were traced through the cooperation of the County Probation Department. Of these, 33 were located, including nine who were in jail or prison, and responses were received from 23 women, of whom three were in custody.

During the summer of 1977, another follow-up survey was made of former and current Women in Transition clients who were not in jail at the time. Of a list of 60 women, 27 were located by mail, telephone, or in person and answered the questionnaire. These responses, particularly when added to the 1976 survey, show a trend for the average Women in Transition client to be older than the women in jail, and even less likely to be married. (see Table 5) Of the 1977 women, 70% had not been back to jail since their first Women in Transition contact, and 58% of the 1976 group also had been out continuously. In each group, about half had also received services from Womanpower. The problems they experienced after release were similar, and included in order of frequency, the following needs:

Personal counseling (emotional problems, problems at home, readjusting to streets, staying away from drugs;
job;
housing;
money, food, clothing, furniture;
transportation;
legal advice, assistance, support in court.

Five of the women were residents in special programs: two in board-and-care homes, one each in a drug program, an alcohol halfway house, and a re-entry house. About 40% of each group were currently working. In 1977, 29% were receiving General Assistance or AFDC, while in 1976, only 8% had this aid. However, in 1976, more women said they were being supported by a spouse or "friend" than the later group. The ethnic distribution was similar to that in the jail, with Caucasians accounting for 52% in 1976 and 59% in 1977.

Their comments about Women in Transition included the following:

"My volunteer helped me a lot."

"WIT didn't let people down."

"Without _____, I don't know that I would be where I'm at. At least I got someone to talk to and some good moral support, and not having anyone, I really needed it."

"Everyone wants someone to help and care and they (WIT) do."

The first three months following release are generally considered the most crucial for post-release success or failure. It was the project staff's observation that, over the three years, there was a small group of clients who continued to recidivate, while another, larger group, managed to stay out of jail--some with Women in Transition help.

Table 5 : Selected Follow-Up Data on WIT Clients

	1976 (N=23)	1977 (N=27)	Total %
Age:			
Under 20	3	2	10%
21-25	6	5	22%
26-30	3	3	12%
31-35	5	8	26%
36-40	2	4	12%
41-45	2	5	14%
Marital Status:			
Single	5	7	24%
Married	1	2	6%
Divorced	7	13	40%
Separated	9	3	24%
Widowed	1	2	6%
Education:			
Grade School	4	5	18%
H.S. (or less)	16	18	68%
College, Business School	3	3	12%
No Answer	-0-	1	2%
Ethnic Identity:			
Black	7	4	22%
Caucasian	12	16	56%
Chicana	2	3	10%
Native American	2	4	12%
Source of Support:			
None/Unknown	5	1	12%
AFDC/GA	2	8	20%
Work	8	13	42%
Social Security/SSI	2	3	10%

	1976 (N=23)	1977 (N=27)	Total
Spouse/friend/family	4	2	12%
School (BEOG)	2	-0-	4%
How long out of jail (this time):			
1-3 months	2	9	22%
4-6 months	3	4	14%
7-12 months	5	5	20%
One year and over	10	9	38%
Currently in custody	3	-0-	6%
Returned to jail since first WIT contact:			
Yes	8	8	32%
No	15	19	68%
What are you doing now?			
Staying home	3	5	16%
Working	9	13	44%
Going to college/school	5	3	16%
Job Hunting	4	3	14%
Other (special programs)	1	3	8%
Jail	3	-0-	6%
*First Offender:		13	48%

* Asked only in 197

In fact, 35% in 1976 and 30% in 1977 had returned to jail since their earliest contact with Women in Transition. They were particularly appreciative of the fact that the project still continued its efforts for them. CS was one example: 24 years old when the first Women in Transition volunteer spoke to her at the jail, she returned twice--once for a bad check charge, and once for probation violation. Each time she was released, she used the project's resources for personal counseling, and to obtain furnishings for another apartment. The last time she was released, she was seven months pregnant, and required even more assistance, both concrete and in terms of support and counseling. However, this last time she seemed determined to "make it," and also had a better idea than previously of when to seek help before her problems reach crisis proportions.

Considering the greater number of first-time offenders in jail in 1977, it may be that the combined efforts of the Women in Transition and Womanpower were having some effect on repeat offenders. Looking at the older age, fairly high educational level, and lack of financial or emotional support by spouse of the average Women in Transition client who stayed out of jail, it may also be postulated that this group of women were either tired of a life of crime, or, as first offenders, did not want to go back to jail. Thus, they needed and profited by the extra support and advocacy provided by the Women in Transition project's staff and volunteers. In other words, the WIT program was most effective

with women who had some motivation to change but needed help to do it. Women in Transition experienced frustrations and disappointment in working with individuals who still identified with the criminal subculture and lifestyle, such as the drug addicts, chronic alcoholics, and prostitutes. One older woman appeared in the office several times to request some clothing for herself; after the third time, it was clear that she was selling the clothes to buy liquor. Interestingly, the drug addicts, while they often "ripped off" friends and relatives for money or saleable items, never asked project volunteers or staff for money for dope, nor did they ever steal from anyone connected with Women in Transition.

STAFF ACTIVITIES

Women in Transition was funded because of the recognized need for a small staff to coordinate the volunteer effort: to do the recruitment, training, supervision, resource development and provision of information; to provide on-going liaison with the correctional system, and to assume ultimate responsibility for the program. As in many volunteer programs, the staff soon found itself performing backup services, filling in for the volunteers when they were not available, and providing direct services to walk-in clients at the office. In addition, because of their professional training, the Project Coordinator and Outreach Coordinator were called upon to help in cases which required more intensive, sophisticated counseling than the volunteers could provide, and maintained contact with individual cases as needed for as long as two years. The office staff became the focal point for the community interest in the female offender in terms of providing information, interviews, speeches, term paper material, advice and consultation to other groups, resource information and referrals for agencies who found themselves with ex-offender and/or female clients, and encouragement for communication and cooperation between community ex-offender-serving groups. Women from State and Federal institutions came or were referred to Women in Transition for help, once WIT's reputation for getting things done was established.

In short, because of its structural independence and the

willingness of staff to provide specialized services to a group of clients whose needs covered many areas, Women in Transition went beyond the coordination of volunteers. It became in essence a service and advocacy agency to the client population. A great deal of the direct service was provided by the project staff, including the secretaries and student interns.

Records indicate that the staff provided crisis intervention and short and long-term counseling relationships. Over the course of the project, staff maintained long-term counseling with 37 women. This counseling was provided either in person (sometimes in the office, sometimes in the client's home) or by telephone, and frequently included crisis intervention. (These figures do not include many one-time instances of telephone crisis intervention, advocacy, and referral, in most cases with women ex-offenders, but occasionally for community women who needed resource information.) This counseling was often in-depth and heavily oriented toward behaviorism, including assertiveness training and Glaser's Reality Therapy as modalities. In most instances these relationships had been established with women while they were incarcerated. It was therefore easier and more logical for them to continue in an already-established relationship upon release, rather than begin all over again with new community agencies or old ones which had not served their needs. Many released women were characterized by a low energy level or the depressed affect required to "make it" in jail, by the fostered dependency of the jail setting and by a fear of returning to the community and assuming old responsibilities and personal

difficulties. Many female ex-offenders did not utilize the traditional community counseling agencies unless ordered to do so by the court as a condition of probation. They were suspicious of the labeling of mentally ill and did not feel they needed mental health services per se. Nor did Women in Transition staff view these clients' problems from the perspective of mental illness. Staff maintained the philosophy that to view clients from the medical model, i.e., mentally ill, was counter-productive to the possibility of clients taking positive steps for themselves and making accompanying changes in their self concepts. Both staff and volunteers found that a great deal of counseling could take place while concrete services were being provided: financial advice during an apartment hunt; parenting tips during a home visit; personal counseling while sitting in the Welfare office.

It must be noted, however, that in cases where the court had ordered psychological or psychiatric counseling as a condition of probation, such clients were always referred to properly credentialed members of the community.

A question could be posed at this point: why bother with volunteers? It appears that a competent and slightly larger staff could have handled the problems of the women more efficiently, particularly if they did not have to take the extra time used in working with volunteers. The total of all volunteer hours amounted to the equivalent of one additional full-time person. However, the program was not designed to be cost-effective, but rather to demonstrate the effectiveness of using trained community volunteers in a correctional setting, and to

provide services to a group who had hitherto been chiefly overlooked. Most significant and important to the women in jail was the community concern and personal friendship expressed by the presence of the volunteers. In addition, the project produced first-hand, valuable information on the nature of the re-entry/transition problems faced by the female offender, and suggests some methods of increasing community responses to these many and varied needs.

As an adjunct to an already existing agency, such as probation, welfare, or a private social service agency, a program such as Women in Transition might be made more cost-effective. Given the small size of many California county jails, it would not take a great effort to develop a small core of volunteers who could attend to the inmates' needs during one or two days a week. They might also serve to encourage more services and participation by existing community resources. One factor which is necessary, of course, for this is the cooperation of the local sheriff and a nondefensive attitude on the part of the jail staff and the correctional system in the community. Judging from the Women in Transition experience, there are clearly more risks of exposure for the correctional system than personal danger for the volunteers.

FEEDBACK FROM COMMUNITY AGENCIES

As a means of evaluating the program from the standpoint of community reaction, Women in Transition mailed out 147 questionnaires in the spring of 1977 to five different groups of community agencies. Three different questionnaires were devised: one for community and governmental service agencies, one for Probation Officers, and a third for agencies involved with the courts, Public Defenders, District Attorneys, and Judges.

Of the 147 questionnaires mailed out 42.2% (62) were returned. The breakdown of these is as follows:

	Number Mailed Out	Number Returned	%
All Community Service Agencies	59	25	42.4
Probation Officers	33	15	45.5
Public Defenders	30	9	30.0
District Attorneys	11	9	81.9
Judges	14	4	28.6

Considering the small percentage of returns on the questionnaires, it is difficult to interpret the data and certainly precludes generalization to the groups surveyed. A few statements may be made, however, relating to those persons who did return the questionnaires.

Of those people responding to the questionnaires, an average of 74.2% (46) were aware of Women in Transition and an average of 64.5% (40) had personal contact with WIT. The following table

provides a breakdown by groups as to awareness, direct contact, and referrals, both from Women in Transition and to WIT. Also, more than half of those responding felt that the services provided by WIT were helpful to the client and in their relationship with the client.

Table 6: COMMUNITY FEEDBACK TO WIT

	Community Service Agencies		Probation Officers	
	N-25		N-15	
Were you aware of referrals from WIT?				
Yes	19	76.0%	Not asked	
No	5	20.0%		
No Answer	1	4.0%		
Did you have direct contact with WIT?				
Yes	Not asked		13	86.6%
No			2	13.3%
No Answer			0	
Did you refer women to WIT?				
Yes	12	48.0%	9	60.0%
No	4	16.0%	6	40.0%
No Answer	9	36.0%	0	
Do you feel they were served? (N-16 based on responses to previous question)				
Usually	10	62.5%	11	89.0%
Sometimes	1	6.3%	1	3.0%
Never	0			
No Answer	3	18.8%	2	5.0%
Don't know	2	12.5%	1	3.0%

	Community Service Agencies	Probation Officers	
Were the services provided helpful to you in relationship with the client?			
Yes	Not asked	8	53.3%
No		1	6.7%
No Bearing		1	6.7%
No Answer		5	33.3%
Were the services provided helpful to the client?			
Yes	Not asked	10	66.7%
No		2	13.3%
No Answer		3	20.0%

Over half (62.5%) of the respondents from community agencies who referred clients to Women in Transition felt that their clients' needs were usually met. Good rapport was established with most of the agencies used as resources by WIT. To highlight this, several comments by respondents from community agencies are included:

> "You have contributed a valuable service to the community and to the people you serve."
>
> "WIT has proven to be a necessary means of assisting women in moving through the bureaucracy."
>
> "(WIT volunteers and staff) are very honest and reliable. In fact, I believe they are doing an outstanding job. Working together to help some of the ex-offenders they have sent to us, there have been some good results."
>
> "One of the few programs in Sacramento I have any respect for. They do what they say they are doing."

Considering the number of referrals made to WIT by the probation officers responding, along with the number of consultations WIT staff or volunteers had with this group, it is

clear that the program proved to be a great assistance to the Probation Officers.

Of the 15 questionnaires returned by Probation, 13 or 87% indicated they had contact with Women in Transition staff or volunteers; and 60% had referred clients to WIT. Of those who referred, 89% felt their clients were usually served by the project. They also felt the services provided by WIT were helpful to them in their relationships with their clients, while 67% said that the services were helpful to the clients.

It seems fair to conclude that many of the Probation Officers assigned to WIT clients were truly interested in working with these women to help them succeed. These Probation Officers found WIT helpful in locating resources and making referrals to agencies with which they were not familiar.

Consultations with these Probation Officers were maintained on a professional level, both parties respecting the confidentiality issue of dealing with clients in the criminal justice system while working together for the mutual client's benefit.

Comments from Probation Officers pointing to this included:

> "I have appreciated the attitude that the community's needs have to be considered as well as the client's. This realistic approach is refreshing."

> "I am grateful for WIT. As a female Probation Officer, I have come to rely heavily on WIT on dealing with female clients. It eliminates the 'run-around' for them and really offers contact with caring persons who work hard to meet the needs of the client."

Another area of interest to project staff was the perception of court personnel concerning the proper role of the volunteers

and how much impact their activities had on the courts. Table 7 charts the responses of Public Defenders, District Attorneys, and Judges to several questions relating to this area.

Of the Public Defenders responding to the questionnaire, 78% were aware of the Women in Transition program; 67% of the District Attorneys, and 25% of the judges were aware of it. Only 44% of the Public Defenders, 33% of the District Attorneys and 25% of the Judges had had direct contact with staff and/or volunteers.

From their responses, it appears that the majority of court personnel regarded the program and its volunteers as "social work types" who should limit themselves to providing "emotional support" and services in the community for their clients. Only one, a Public Defender, agreed that WIT should advocate for clients in the courts. Many of the differences in attitude stem from the role played by each of the members of the court, with the Public Defenders evidencing some appreciation for help with their cases, and District Attorneys not wishing community "intrusion" or "biases" in favor of the defendants.

From the project's point of view, many clients were sorely in need of better services from the legal profession, and both private and publicly-financed lawyers often required prodding to provide adequate service. Many women felt that their lawyers were not making any special efforts in their cases, saw them too briefly or not at all before their court appearances, and urged them to accept plea bargains which were not in their best interest. Some expressed the idea that if they could afford their own

Table 7 : Court-Related Responses to WIT Questionnaire (June 1977)

		Public Defenders (N=9)	District Attorneys (N=9)
Are you aware of WIT?	YES	78%	67%
	NO	22%	33%
Have you had direct contact with WIT?	YES	44%	33%
	NO	44%	67%
	N/A	11%	-0-
What, do you believe, is the proper role of WIT staff and/or volunteers vis-a-vis the courts?			
Emotional support for the client?	YES	56%	56%
	NO	-0-	11%
	N/A	44%	33%
Clarify the court process for client?	YES	22%	56%
	NO	33%	11%
	N/A	44%	33%
Advocate for client?	YES	11%	-0-
	NO	56%	67%
	N/A	33%	33%
Services in the community?	YES	56%	56%
	NO	-0-	11%
	N/A	44%	33%
The proper time for WIT staff/volunteers to act vis-a-vis the courts is:			
During the pre-trial	YES	56%	11%
	NO	11%	33%
	N/A	33%	56%

		Public Defenders (N=9)	District Attorneys (N=9)
When a woman is seeking a modification of sentence?	YES	56%	11%
	NO	-0-	33%
	N/A	44%	56%
In civil cases only?	YES	11%	-0-
	NO	44%	44%
	N/A	44%	56%
In cases where WIT staff have acted as advocates for an individual, has it had any effect on the disposition of the case?	USUALLY	11%	-0-
	SOMETIMES	33%	11%
	NEVER	-0-	11%
	N/A	56%	67%
has the effect been favorable for the client?	USUALLY	33%	-0-
	SOMETIMES	11%	11%
	NEVER	-0-	11%
	N/A	56%	67%

lawyers, they would not be in jail. When representatives of the Public Defender's Office spoke to the volunteer groups, their dedication to their clients and their desire to keep them out of jail when possible was quite evident, as were the difficulties of giving good service with the large caseloads that they had. Their advice to the volunteers was, "Bug us when we need it!" - in other words, the Public Defenders expressed a willingness to be reminded or prodded about individual cases, while realizing that system-wide reform and changes were required. Much interpretation of the court process and the legal system were required for the women in jail. While a few were experienced and knowledgeable from frequent contacts with the courts, the majority often did not understand what was happening to them, but would answer "yes" to any questions asked by the judge. Having the volunteers or staff accompany women to court was very instructive and sometimes proved useful to the clients, since the volunteer could then give direct feedback to the woman on what had occurred. Typically, incarcerated women know far less about the law than do men; there are very few female "jailhouse lawyers," and the women are less likely to be assertive about their rights. The project considers the whole area of legal rights and services in the correctional system as one which requires a great deal of further attention and study.

The low level of response from the court-related individuals may be related to their level of work load and attitude toward accountability; comparing it to the responses from other agencies, it may be that community service agencies are familiar with the concepts of evaluation and accountability, and would be more

inclined to consider questionnaires important.

All community contacts were asked to give an overall rating of their experiences with Women in Transition:

	Community Agencies N-25		Probation Officers N-15		Public Defenders N-9		District Attorneys N-9		Judges N-4	
Overall, how would you rate your experiences with WIT?										
Excellent	14	56%	5	33%	1	11%	0		1	25%
Good	8	32%	6	40%	4	44%	0		0	
Neutral	0		2	13%	1	11%	1	11%	0	
Fair	0		0		0		0		0	
Poor	0		0		0		2	22%	0	
No Answer	3	12%	2	13%	3	33%	6	67%	3	75%

Eighty-eight percent of the respondents from community agencies rated their experiences with WIT as excellent or good, 77% responses from Probation Officers rated their experiences as excellent or good, and 55% of the responses from Public Defenders rated their experiences as excellent or good. Responses from the District Attorneys are consistent with their earlier comments: 11% Neutral, 22% Poor, and 67% No Answer.

Since one of the stated objectives of WIT was to increase the community's consciousness of the problems of women offenders and ex-offenders, all community agencies and court officials were asked to respond to this.

Table 8 suggests that differences in the perspectives of the respondents are related to their roles in the community and the

closeness of their contacts with offenders. It appears that the agencies providing more direct services to the community, particularly the ex-offender community, saw WIT as making a difference in their consciousness of the problems of the female ex-offender, since 60% of the Community Service Agencies and 60% of the Probation Officers responded "Yes," Public Defenders responded 22% "Yes," 33% "No" and 44% "No Answer." Public Defenders have more limited contact with offenders, and only during the court process whereas Provation Officers have intensive supervisory contact after the court process. Even further removed from contact with the community are the District Attorneys, and their role vis-a-vis the offender is one of adversary.

In conclusion, it appears that opinions about the Women in Transition project are related to the role of the respondent in the community. Individuals and agencies considered people-oriented and in direct contact with community and clients felt that the project achieved its goal of increasing the community's consciousness. Those who were more issue-oriented did not see the project as affecting them.

Table 8 : Responses to Questions Related to WIT Impact (June 1977)

Do you believe the existence of WIT has made any difference in:		Community Agencies (N=25)	Probation Officers (N=15)	Public Defenders (N=9)	District Attorneys (N=9)
The community's consciousness of the problems of women ex-offenders?	YES	60%	60%	22%	-0-
	NO	8%	20%	33%	67%
	N/A	32%	20%	44%	33%
Your consciousness of the problems of women ex-offenders?	YES	64%	Not Asked	22%	-0-
	NO	28%		44%	78%
	N/A	8%		33%	22%
Your agency's speed of response to individual cases?	YES	36%	40%	11%	-0-
	NO	36%	40%	56%	78%
	N/A	28%	20%	33%	22%
Your agency's better knowledge of individual cases?	YES	52%	53%	22%	-0-
	NO	28%	40%	44%	78%
	N/A	20%	6%	33%	22%

		Community Agencies (N=25)	Probation Officers (N=15)	Public Defenders (N=9)	District Attorneys (N=9)
Your agency's ability to work with individual cases?	YES	48%	53%	33%	-0-
	NO	28%	40%	33%	89%
	N/A	24%	6%	33%	11%
Your agency's level of response to women?	YES	44%	Question Not Asked		
	NO	40%			
	N/A	16%			
Your agency's level of response to women ex-offenders?	YES	44%			
	NO	32%			
	N/A	24%			
Your agency's level of response to ex-offenders in general?	YES	40%			
	NO	36%			
	N/A	24%			

EFFECTS ON COMMUNITY

The Women in Transition project, through its volunteers and staff, had a wide array of effects on the larger community. The project gave community members and students an opportunity to demonstrate their concern for incarcerated women, and to gain an understanding of their problems and some possible solutions. At the local level, there was an increase in community information about the problems of the female offender, and about the county jail system in particular, generated by the publicity efforts of the project, the orientation and the training of community volunteers, and public presentations by staff and volunteers in person and through the media. Next, the program stimulated the development of another step in the service continuum: the Womanpower employment service program. This program not only complemented WIT, but served to emphasize to the community the inadequacy of services which had previously been provided, as did the advocacy efforts of WIT. This engendered some renewed efforts by other ex-offender-serving agencies. Because of their effectiveness, the woman-to-woman nature of the programs, and their pre-release outreach in the jail, WIT and Womanpower remained the post-release contacts of choice for the women who wanted help.

Through contact over clients, advocacy, and community resource contacts, WIT was able to get better service for the female ex-offender, though this was more true for individual cases than for the group as a whole. One method for this was to locate an

individual within an agency who could be the contact for each client. The effectiveness of many community resources was tested by experience, and a network of positive, helpful agencies was established. Other community contacts facilitated the establishment by Women's Justice Forum, Inc., of a re-entry house for state parolees which was used by some former Women in Transition clients who had "graduated" to State Prison.

The office staff took responsibility for other functions, including public relations and community education, consultation and advice to other ex-offender programs, and client advocacy with other agencies. Staff members worked with a number of community groups, including the Sacramento Resource Council, which was a voluntary association of State, Federal, and private agencies with an interest in ex-offender employment; Women's Justice Forum of California, a group dedicated to improving the opportunities for women within and as employees of the criminal justice system; DOVIA (Directors of Volunteers in Agencies), which was concerned with improving the quality and utilization of volunteers; and the Northern California Women for Apprenticeship, which sought to increase the employment of women in the apprenticeable trades.

On a statewide level, through the project's sponsorship by the California Commission on the Status of Women, there were opportunities to communicate and share information with women all over California through letters, and workshops and meetings of the Commission. Because of their expertise in the area, WIT staff were able to provide input to the CCSW's legislative program in the areas concerning women and the criminal justice system,

providing background information for legislators or testimony for committees and hearings.

Contacts on the state level not only affected legislation, but served to encourage women in other counties who wanted to become more involved with their local criminal justice system in a constructive way. At the time of this writing, the program is still unique in Sacramento, but several county women's commissions have expressed interest in using part or all of Women in Transition's experience in their jail situations.

EVALUATION AND FUTURE PLANS

The Women in Transition project fulfilled its basic goals and objectives in terms of volunteers recruited, trained and supervised, and of services provided for women in jail and in the community. The project impacted on both a community and statewide level, increasing knowledge about and services for the female ex-offender. Two evaluative studies, performed the end of 1975 and 1976, each by a different independent evaluator, concluded that the program was well-received by the jail staff and the prisoners, that the volunteers were enthusiastic about their roles, and that the paid staff were responsible and efficient. Specific problem areas were noted in the gaps in service, the unpredictability of the volunteers, communication with jail staff, and the basic question of the difficulty of demonstrating that all the project's efforts had anything to do with changes in the recidivism or rehabilitation of its clients. The follow-up surveys were attempts to pin down the effects of the program and did suggest that project clients stayed out of jail at a higher rate than local statistics on recidivism. However, this area still needs more work and better follow-up instruments and techniques. All of the evaluation surveys would have yielded a greater number of responses to in-person questioning, but the number and time availability of staff made this alternative not feasible.

The staff, volunteers, and clients of Women in Transition were encouraged to continue the services provided by WIT beyond its demonstration-project period. Funding was a problem because Sacramento County, like many others, has been forced in recent years to curtail its budget. Originally there had been some thought of funding through the Sheriff's or Probation departments, but these departments were also part of the County's belt-tightening. One other consideration was that it was deemed vital to house both WIT and Womanpower under the same roof, in order to increase the effectiveness of each. The Women's Justice Forum, Inc., offered to become the community sponsor of WIT, and proposals to County Revenue Sharing and Region D, the County branch of OCJP, were submitted. Each proposal suggested combining the two projects into one "Women Ex-Offender Services" agency, with WIT providing the social services component, and Womanpower providing employment services. The concept of keeping the service "for women only" found acceptance, as well as the idea of combining to provide more comprehensive services. The project was approved for FY 1978 Region D funding, and will continue to seek a permanent source of local funds.

Among the modifications proposed was the change and increase of staff to four: the Project Coordinator, a full-time professional Counselor, and Emergency Services/Community Resource Worker, and Secretary/Receptionist. Included in the new budget are funds for emergency housing (possibly rooms in a "respectable" motel),

and small sums for emergency food and supplies. The volunteers will continue to be an integral part of the program, since their value as representatives of the community cannot be underestimated. They were a constant source of enthusiasm and fresh input, and provided encouragement and support for a program they believed in.

APPENDIX

September 1974 Press Release	(i, ii)
Descriptive Flyer	(iii)
Volunteer Job Description	(iv)
Copy of a Volunteer Meeting Schedule	(v)
Volunteer Evaluation of Training form	(vi)
Expanded Diagram: Personal Services Provided by WIT	(vii)
Expanded Diagram: Practical Services Provided by WIT	(viii)
Expanded Diagram: Structural Diagram	(ix)

September 12, 1974

NEWS RELEASE

From: State of California
Commission on the Status of Women
926 J Street, Room 1003
Sacramento, California 95814

Contact: Pamela Faust (916) 322-4451 or 445-3173
Susan Erlich

FOR RELEASE THURSDAY, SEPTEMBER 12, 9:30 A.M.

Women in the Sacramento area will soon have an opportunity to put into action their interest and concern for the women prisoners at the Rio Cosumnes Correctional Facility at Elk Grove through a program that has the support of Sheriff Duane Lowe. Ms. Pamela Faust, Executive Director, today announced that the California Commission on the Status of Women, funded by a grant from the Office of Criminal Justice Planning, has established Women In Transition, a project designed to bring trained community volunteers into the county jail as friends and counselors to the women prisoners. Ms. Faust announced that the staff for the project includes Ms. Susan Erlich, coordinator of volunteers and training; and Ms. Judith McGee, community coordinator, in charge of developing community resources for the women after their release; and Ms. Susie Lim, clerical assistant. She added, "We are pleased to have the approval and encouragement of Sheriff Duane Lowe and his staff, and the cooperation of Lieutenant Kinya Noguchi at the Women's Detention Facility."

While the women's facility is well-run, modern and clean, the prisoners still suffer from the problems of people in jail everywhere: loneliness, a sense of confusion and shame, worries about families, children, and friends on the "outside", and concerns about jobs and housing after their release. Women In Transition hopes to recruit

and train a wide range of women from the community who will then get to know the prisoners while they are in jail, and provide help in such areas as job-seeking skills and locating needed resources in the community after release. Training of volunteers is expected to begin in early October. Ms. Erlich, a social worker, sees the projected six-week training period as a time to familiarize the volunteers with jail procedures, prisoner problems, community resources, and some general counseling techniques. Support and on-going consultation will be provided throughout the project's duration. Arrangements have been made at the Elk Grove facility so that volunteers may be scheduled to come in days, evenings, or Sundays. Interested persons may call Women in Transition at 322-4451. Ms. Erlich noted that "what we're looking for in the volunteers is a genuine concern for people, and dependability. Many community women already have everyday experience in dealing with the problems of family and friends, and making use of community resources which they can share with the prisoners."

The present project is an outgrowth of a volunteer program initiated by the Sacramento Community Commission for Women in December, 1973.

STATE OF CALIFORNIA
EDMUND G. BROWN JR., *Governor*

COMMISSION ON THE STATUS OF WOMEN
WOMEN IN TRANSITION

926 J Street, Room 1011 Sacramento, California 95814 Tel. (916) 322-4451

Women in Transition is an action project of the California Commission on the Status of Women. It is currently funded for its third year by the Office of Criminal Justice Planning, which provides operating expenses, and salaries for a project coordinator, an outreach coordinator, and a secretary/receptionist.

Our purpose is to increase rehabilitation opportunities for women who are incarcerated at Rio Cosumnes Correctional Facility, the Sacramento County jail. This is being accomplished primarily through the use of community volunteers, who are recruited, trained and supervised through the project. These volunteer counselors work both in the jail and after a woman is released, providing emotional support and concrete services to help her readjust to life "outside." In the community, the emphasis is on helping the woman locate housing, job training, employment, child care and other resources to meet her needs. The development of a referral system and knowledge of how to use these resources is the primary responsibility of the outreach coordinator , while administrative tasks, recruitment, training, supervision, and support of the volunteers are the responsibilities of the project coordinator. The secretary/receptionist provides full clerical and back-up support for the staff and volunteers.

In addition to attending the training seminars, volunteers are asked to commit a minimum of three hours per week to the project, and to participate in monthly problem-related rap sessions and in-service training. Some volunteers are students who are able to get college credit for participating in the program; most are active community women with a sincere desire to help others; a few are ex-offenders who understand in a very personal way the problems of incarceration.

After the initial training, volunteer counselors are approved by the Sheriff's Department and scheduled into the Detention Facility according to their availability days, evenings, and weekends. Most of the volunteer counselors develop one-to-one helping relationships with the women prisoners; others may conduct classes or workshops in areas in which they have special skills. Many volunteers continue the friendly and supportive role once the prisoners are released. Since September 1974, when the program started, 65 women, including volunteers and staff, have put in over 2000 hours at the jail, and 1600 hours working in the community with released women.

Women in Transition was developed from an earlier pilot project fielded by a local women's group, the Sacramento Community Commission for Women. Sue Erlich, the project coordinator, has a Masters degree in Social Work, and has worked in women's and community programs. Judith McGee, outreach coordinator, is currently working on her Masters in psychology, and was an early volunteer with the pilot program. It is hoped that this project will stimulated concern for the problems of incarcerated women not only in Sacramento but in other communities.

STATE OF CALIFORNIA

COMMISSION ON THE STATUS OF WOMEN
WOMEN IN TRANSITION

926 J Street, Room 1011 Sacramento, California 95814 Tel. (916) 322-4451

JOB DESCRIPTION: Volunteer Counselor

Job Title: Volunteer Counselor to Women at Sacramento County Jail in Elk Grove.

Hours: Three hours (average) per week plus one hour for community work, record-keeping or in-service meetings.

Age: Must be at least 18.

Skills:
1. Warm, friendly personality.
2. Reliability and dependability.
3. Ability to work in unstructured situation.
4. Willingness to work within criminal justice system.

Duties:
1. Attendance at training sessions and in-service meetings.
2. Regular visit to jail for minimum of two hours per week.
3. Record keeping and reporting to Women in Transition office.
4. Follow-through or referral on released clients.

Responsibilities:
1. Volunteer should agree with and support goals of Women in Transition.
2. Maintain confidentiality in details of clients' cases.
3. Use Women in Transition staff for advice and supervision of cases.

Rewards: Opportunity to receive training in counseling, local corrections, and community resources. Chance to work with women in the Sacramento County Jail on a one-to-one basis, and to get a first-hand experience in corrections and the criminal justice system. Mileage reimbursement and field trips are available.

References or reports will be provided for individuals on the basis of work performance.

To Participate: Call 322-4451 for more information and a personal interview.

STATE OF CALIFORNIA

COMMISSION ON THE STATUS OF WOMEN
WOMEN IN TRANSITION

926 J Street, Room 1011 Sacramento, California 95814 Tel. (916) 322-4451

TRAINING WORKSHOPS SCHEDULE
Fall 1975

Plan to attend either the evening or daytime sessions. Evening sessions will be held at the N.O.W. Manpower office at 818 - 19th Street. Daytime workshops will be held in the second floor conference room at 926 J Street.

Tuesday, Sept. 30, 7:30-9:30 p.m. Wednesday, Oct. 1, 10:00 a.m.-noon	Introduction to jail procedures, etc.
Tuesday, Oct. 7, 7:00-10:00 p.m. Wednesday, Oct. 8, 9:00 a.m.-noon	Counseling Skills, Part I, Trainer: Robert Hall, Staff Psychologist, San Juan Unified School District
Wednesday, Oct. 15, 7:00-9:00 p.m. Monday, Oct. 20, 10:00 a.m.-noon	Visit to jail in Elk Grove
Tuesday, Oct. 21, 7:00-10:00 p.m. Wednesday, Oct. 22, 9:00 a.m.-noon	Counseling Skills, Part II Trainer: Robert Hall
Tuesday, Oct. 28, 7:30-9:30 p.m. Wednesday, Oct. 29, 10:00 a.m.-noon	Community Resources
Tuesday, Nov. 4, 7:30-9:30 p.m. Wednesday, Nov. 5, 10:00 a.m.-noon	Probation, parole, and legal processes

*Please note that some meetings start at different times, and that the jail tour will not be on your usual day.

VOLUNTEER EVALUATION OF TRAINING SESSIONS

In an effort to evaluate and improve our training sessions, we would like to have your comments and answers to the following questions. Any additional suggestions you might like to add would be welcome.

1. Was the location of the meetings convenient for you?

_____Very _____Moderately _____Not at all

2. If the location was bad for you, which area of Sacramento would be more to your liking?_____

3. Do you consider the material covered in the meetings:

_____Valuable _____Good _____Not too helpful

4. We plan to have in-service training at least once a month. What topics would you like us to cover?_____

_____

5. The session on communication skills was: (check more than one)

_____Of no use to me
_____Useful to me in the jail setting
_____Useful to me in my everyday life
_____New material to me
_____I've heard it before
_____Easy to understand
_____Too elementary
_____Difficult to understand

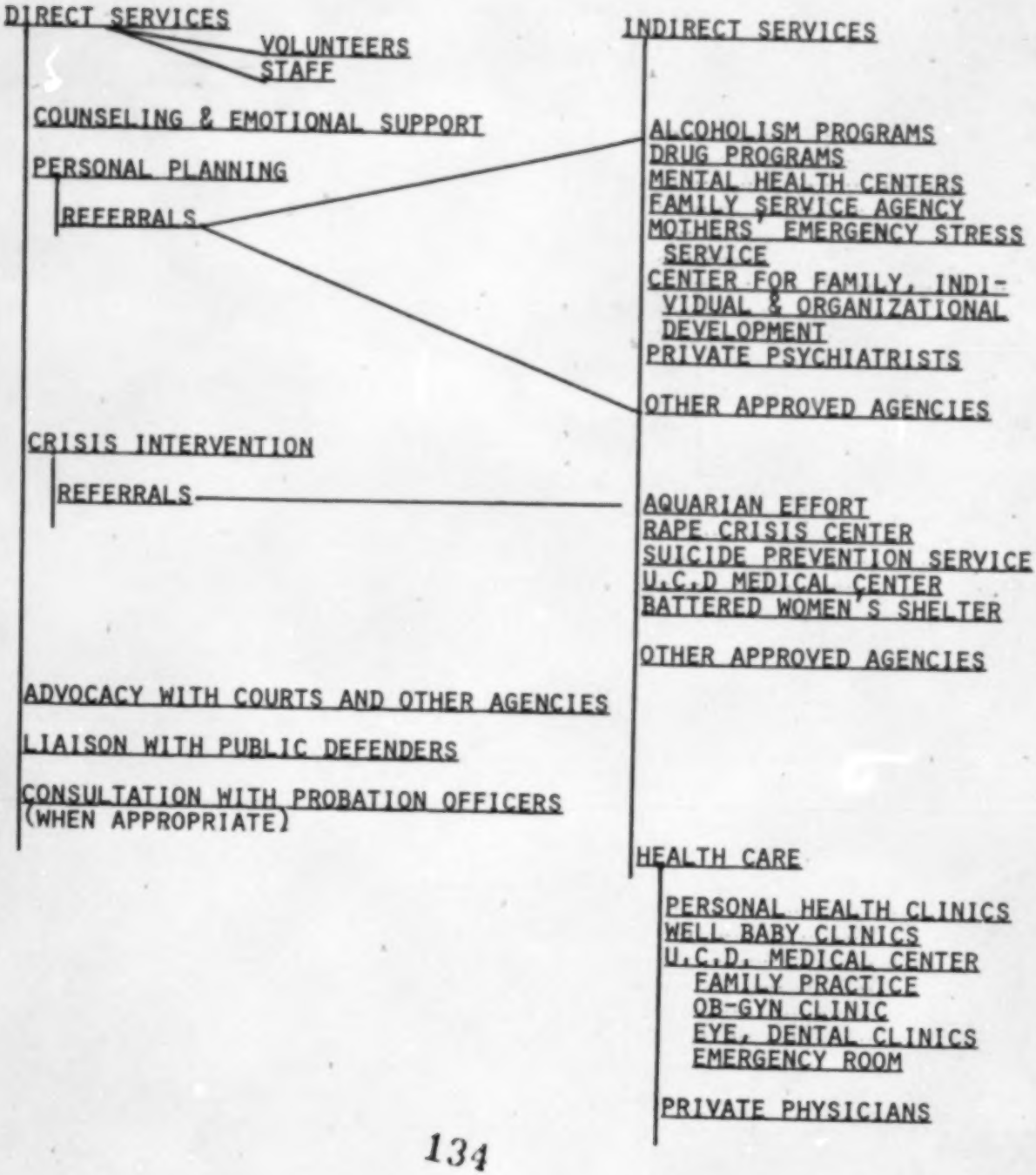
6. If you have been on the jail tour, what was your impression?

7. Other suggestions or comments

EXPANDED DIAGRAM:

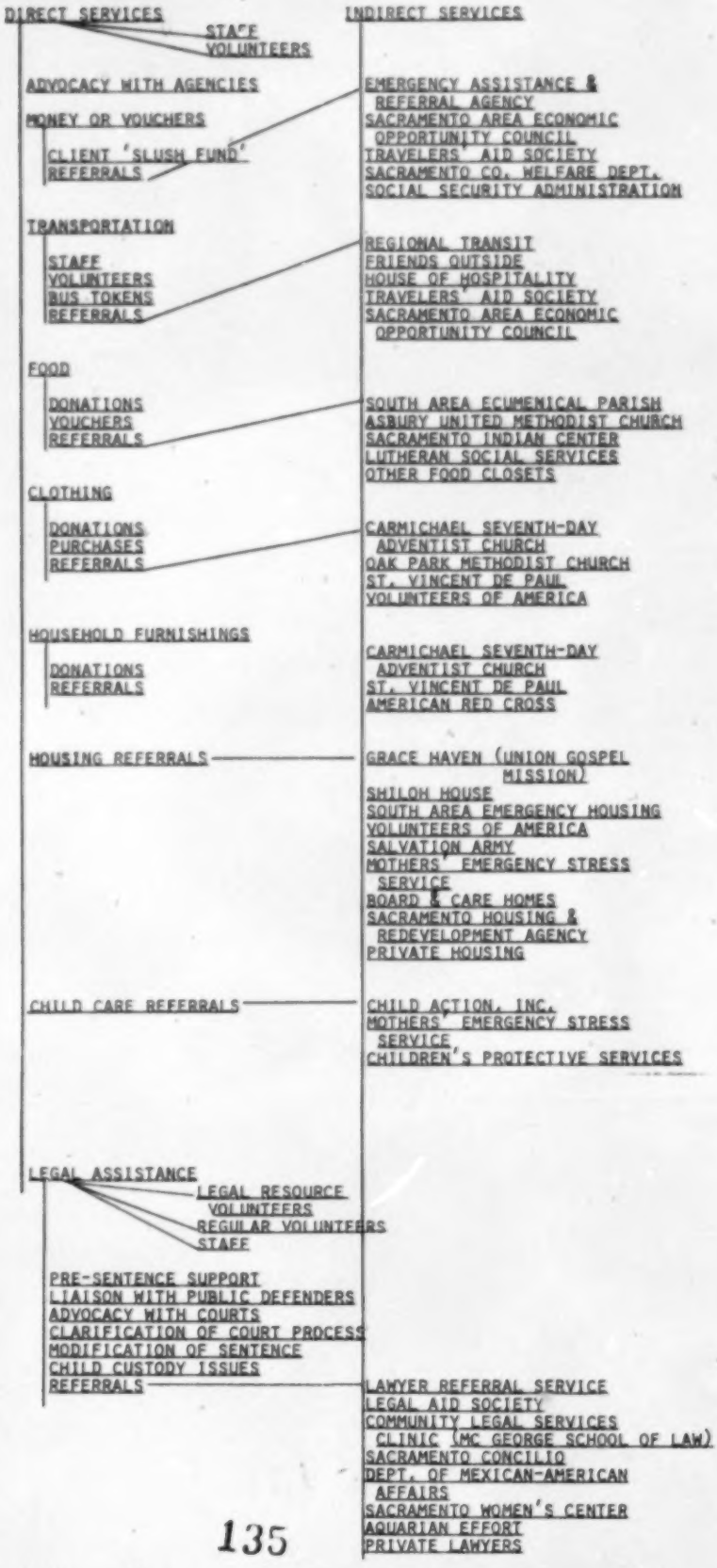
SERVICES PROVIDED BY WOMEN IN TRANSITION
AND MAJOR LINKAGES WITH COMMUNITY RESOURCES

PERSONAL SERVICES

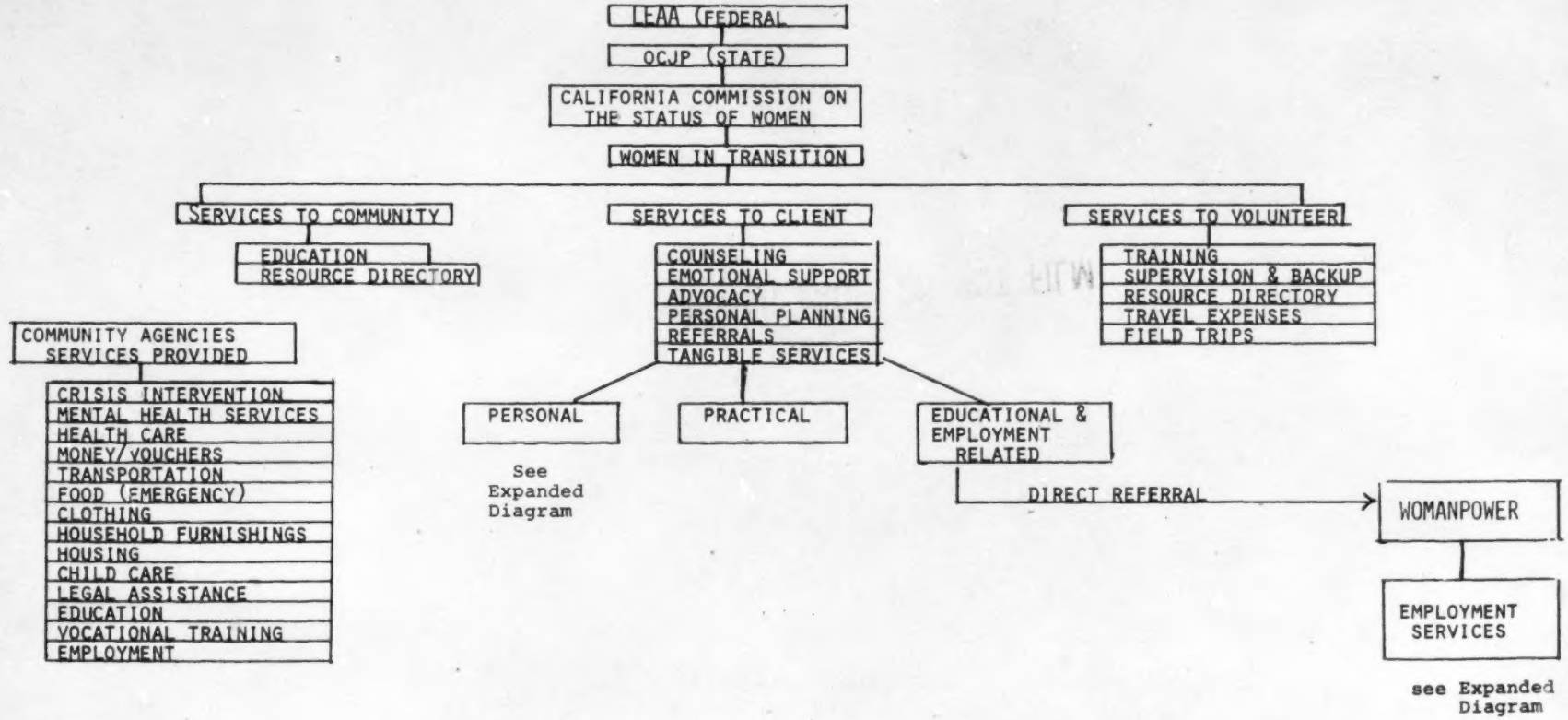


EXPANDED DIAGRAM:

PRACTICAL SERVICES



STRUCTURAL DIAGRAM

WOMEN IN TRANSITION

RELATIONSHIP TO FUNDING SOURCES AND LINKAGES WITH COMMUNITY AGENCIES; SUMMARY OF DIRECT SERVICES AND INDIRECT SERVICES PROVIDED BY OTHER AGENCIES.